



# 2024 DUPAGE COUNTY COMMUNITY NEEDS ASSESSMENT

SEPTEMBER 2024

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## EXECUTIVE SUMMARY

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A community profile, surveys of service users, community members, stakeholders, and community discussions with residents and customers were conducted during May 2024 and June 2024 as part of Community Needs Assessment for the DuPage County Department of Community Services. The analysis of the findings provides critical insight into the socio-economic challenges faced by residents, particularly in areas such as housing, healthcare, food/nutrition, employment, and transportation.

## OVERALL FINDINGS

### **SERVICE USER, COMMUNITY MEMBER, AND STAKEHOLDER SURVEYS**

In addition to focus group feedback, as part of this CSBG Community Needs Assessment and the Community Development 5-Year Consolidated Plan, DuPage County Community Services surveyed 1,429 service users, community members, and stakeholders. Additionally, 266 Intake and Referral Follow-Up Surveys, 130 211 DuPage Satisfaction Surveys, and 1,821 General Client Satisfaction Surveys were completed by service users. Surveys were offered in English and Spanish. This data was used to obtain valuable insight into the needs, challenges, and barriers to accessing services for low-income residents.

### **NEEDS AND CHALLENGES**

#### **1. Housing and Shelter**

- **High Demand for Housing Assistance:** Housing and shelter were the most requested services, with 34% of calls to 211 related to these needs. Despite various support programs, there remains a substantial gap in meeting the demand for affordable housing, rent assistance, and shelter services. Surveyed service users (23.8%), stakeholders (41.7%), and focus group participants highlighted housing assistance as a top need.
- **Affordability and Safety Concerns:** Focus group participants highlighted the high cost of housing and utilities, lack of savings, and the need for safer and more stable housing solutions.

#### **2. Food Security**

- **Limited Access to Food Assistance:** Although food assistance requests comprised 4.3% of 211 calls, there were significant unmet needs in accessing food pantries, meal services, and other food support programs. 27.4% of service users surveyed indicated their top need was access to food. Focus group participants also emphasized difficulty obtaining fresh, healthy food and foods within their dietary restrictions.

- **Nutritional Support for Vulnerable Populations:** Survey data indicates that ongoing support for food security is critical, particularly for low-income families and individuals without consistent access to nutritious food. Surveyed service users (6.0%), community members (3.0%), and stakeholders (40.0%) all listed meal delivery for seniors or disabled individuals as a top food/nutrition need.
- 3. Financial Needs**
- **Financial Issues:** Surveyed service users (45.0%), community members(18.1%), and stakeholders (28.8%) consistently rated financial issues among the greatest needs in the community. Top financial needs included paying emergency expenses, paying bills or utilities, budgeting, managing money, and meeting basic needs. Focus group feedback also underscored challenges in these areas due to the rising cost of living.
- 4. Healthcare and Mental Health**
- **Healthcare Access:** 24.2 % of Community members surveyed indicated health and mental health access as their top need. Additionally, participants in all focus groups disclosed challenges in obtaining healthcare from Medicaid-participating providers.
  - **Mental Health Services:** Focus group participants emphasized the importance of expanding mental health support, addressing barriers such as stigma, accessibility, and the integration of mental health services into primary care.
- 5. Employment and Income**
- **Job Security and Income:** Employment and income requests were significant, with many residents seeking job search assistance, financial support, and income stability. The need for better-paying jobs and more robust employment support services is evident. 45.0% of service users, 18.1% of community members, and 27.8% of stakeholders surveyed rated financial issues among the top three needs. Focus group participants disclosed struggles in obtaining full-time, living-wage, non-warehouse employment.
  - **Barriers to Employment:** Logistical factors, such as navigating the job application process, balancing work, and family life, arranging transportation, and lack of savings major concerns for focus group participants.
- 6. Transportation**
- **Transportation Barriers:** Focus group participants highlighted transportation assistance as a notable unmet need, affecting residents' ability to access jobs, healthcare, public facilities, and other essential services. Improved public transportation and affordable options are necessary to support community mobility. 8.3% surveyed stakeholders indicated transportation as a top need in the community.

## **BARRIERS TO ACCESSING SERVICES**

1. **Awareness and Outreach:** Increasing outreach and awareness is critical. 53.4% of surveyed community members were unaware of where to go or whom to contact for help. Additionally, focus group participants noted reliance on informal social networks



to learn about assistance, due to not seeing marketing on available programs and services.

2. **Transportation:** Limited public transportation makes it challenging for residents to access services, particularly for those without personal vehicles. Focus group participants detailed an inconsistent and distant public transportation system compared to other areas as a barrier to accessing services.
3. **Language Barrier:** Residents face language barriers that impede their ability to access services. Addressing these barriers through targeted language support and translation services is essential. Focus group participants requested an increased availability of services in their language, to allow them equal access.
4. **Service Availability:** Surveyed service users (32.2%), community members (35.6%), and stakeholders (50.0%) described the availability of service appointments as either limited, requiring a long wait, or unavailable at a convenient time. Increasing accessibility during non-traditional hours could help residents access services.

By addressing these needs and challenges, DuPage County can better serve its diverse and evolving population, ensuring that all residents have access to the resources and support they need to thrive.

## SUMMARY TABLE: FINDINGS FROM SURVEYS

	Service Users	Community Members	Stakeholders
<b>Greatest Challenge in Past 12 Months</b>	<ul style="list-style-type: none"> <li>Financial Issues (45.0%)</li> <li>Food/Nutrition (27.4%)</li> <li>Housing (23.8%)</li> </ul>	<ul style="list-style-type: none"> <li>Health/Mental Health (24.2%)</li> <li>Financial issues (18.1%)</li> <li>Child Care (12.1%)</li> </ul>	<ul style="list-style-type: none"> <li>Housing (41.7%)</li> <li>Financial Issues (27.8%)</li> </ul>
<b>Top Financial Needs</b>	<ul style="list-style-type: none"> <li>Problems with Paying Bills (24.5%)</li> <li>Paying Emergency Expenses (24.5%)</li> <li>Getting Clothing, Shoes, or Personal Care Items (19.4%)</li> </ul>	<ul style="list-style-type: none"> <li>Paying Emergency Expenses (36.4%)</li> <li>Budgeting/ Managing Money (30.3%)</li> <li>Filling Out Tax Forms (27.3%)</li> </ul>	<ul style="list-style-type: none"> <li>Budgeting/ Managing Money (60.0%)</li> <li>Problems with Paying Bills (45.7%)</li> <li>Paying Emergency Expenses (45.7%)</li> </ul>
<b>Top Housing Needs</b>	<ul style="list-style-type: none"> <li>Paying Rent/Mortgage, Rent Deposits (32.1%)</li> <li>Finding Affordable Housing (22.0%)</li> <li>Qualifying for a Loan to Buy a Home (16.7%)</li> </ul>	<ul style="list-style-type: none"> <li>Finding Home Repair Services (50.0%)</li> <li>Making Home Energy Efficient (28.1%)</li> </ul>	<ul style="list-style-type: none"> <li>Finding Affordable Housing (88.9%)</li> <li>Paying Rent/Mortgage, Rent Deposits (72.2%)</li> <li>Finding Emergency Shelter (30.6%)</li> </ul>
<b>Top Food/Nutrition Needs</b>	<ul style="list-style-type: none"> <li>Getting Food/Food Assistance (36.6%)</li> <li>Learning How to Shop/Cook for Healthy Eating (12.7%)</li> <li>Getting Meals Delivered for a Senior/ Disabled Individual (6.0%)</li> </ul>	<ul style="list-style-type: none"> <li>Getting Food/ Food Assistance (24.2%)</li> <li>Learning How to Shop/Cook for Healthy Eating (21.2%)</li> </ul>	<ul style="list-style-type: none"> <li>Getting Food/Food Assistance (82.9%)</li> <li>Learning How to Shop/Cook Healthy (54.3%)</li> <li>Getting Meals Delivered to Your Home for a Senior or Disabled Individual (40.0%)</li> </ul>
<b>Top Health/Mental Health Needs</b>	<ul style="list-style-type: none"> <li>Paying for Medical Expenses (30.5%)</li> <li>Finding Affordable Health or Dental Insurance (29.0%)</li> <li>Finding Health/Dental Care (25.4%)</li> </ul>	<ul style="list-style-type: none"> <li>Getting Mental Health Treatment (45.2%)</li> <li>Paying for Medical Expenses (39.4%)</li> <li>Finding Health/Dental Care (25.0%)</li> </ul>	<ul style="list-style-type: none"> <li>Getting Mental Health Treatment (86.1%)</li> <li>Paying for Medical Expenses (83.3%)</li> <li>Finding Affordable Health or Dental Insurance (44.4%)</li> </ul>
<b>Barriers to Accessing Services</b>	<ul style="list-style-type: none"> <li>Lack of Transportation (16.8%)</li> <li>Time from Appointment to Receiving Services Too Long (16.7%)</li> <li>Services not available/ convenient (15.5%)</li> </ul>	<ul style="list-style-type: none"> <li>Did Not Know Who to Contact/Where to Go (48.5%)</li> <li>Services Unavailable (32.3%)</li> <li>Did Not Try (9.2%)</li> </ul>	<ul style="list-style-type: none"> <li>Lack of Transportation (88.2%)</li> <li>Language Barrier (58.8%)</li> </ul>

# BACKGROUND AND PURPOSE

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## BACKGROUND

The Community Services Block Grant (CSBG) is a federal program administered by the U.S. Department of Health and Human Services (HHS), Office of Community Services (OCS). CSBG provides funding to states, territories, and federally and state-recognized Indian tribes to support a range of services designed to assist low-income individuals and families in achieving self-sufficiency. Local agencies, such as Community Action Agencies (CAAs), utilize CSBG funds to offer programs and services that address the unique needs of their communities, including employment, education, housing, nutrition, and emergency services.

A key component of the CSBG program is the requirement for agencies to conduct a comprehensive Community Needs Assessment (CNA) every three years. This assessment is a systematic process that identifies the strengths, resources, and needs of a community. The goal is to gather data and engage community members and stakeholders to understand the issues affecting low-income individuals and families. By doing so, agencies can develop responsive and effective programs that target the root causes of poverty and promote economic stability.

## PURPOSE

The purpose of the CSBG Community Needs Assessment is multifaceted. First and foremost, it aims to identify the priority needs of the low-income population within a specific community. This involves gathering qualitative and quantitative data from a variety of sources, including surveys, focus groups, public forums, and statistical data. The assessment helps to highlight gaps in services, emerging trends, and the unique challenges faced by different demographic groups within the community.

Additionally, DuPage County is seeking to use the CNA to learn about the needs of populations not reached in prior community needs assessments. This expanded focus ensures that previously underserved or overlooked groups are included, allowing for a more comprehensive understanding of the community's needs. By identifying and understanding the barriers faced by these populations, DuPage County can develop more inclusive and equitable strategies to ensure that all residents have access to the resources and support they need to achieve self-sufficiency.

Secondly, the CNA serves as a critical planning tool for CAAs and other local organizations. By understanding the specific needs and challenges of the community, agencies can develop targeted strategies and allocate resources more effectively to meet those needs. The CNA also helps in setting measurable goals and objectives, which are essential for evaluating program outcomes and ensuring accountability to stakeholders, including the low-income individuals and families they serve.

Moreover, the CNA process fosters community engagement and partnership. By involving community members, service providers, local government officials, and other stakeholders in the assessment process, agencies build stronger relationships and encourage a collaborative approach to problem-solving. This inclusive process ensures that diverse perspectives are considered and that the resulting programs and services are culturally competent and aligned with community needs.

Finally, the CNA is a critical component for maintaining CSBG funding. Agencies are required to submit their CNA findings as part of their funding application to demonstrate a clear understanding of community needs and the ability to address them effectively. This ensures that federal funds are utilized in a manner that is both efficient and impactful, ultimately contributing to the goal of reducing poverty and promoting economic self-sufficiency in communities across the nation.

## COMMUNITY PROFILE

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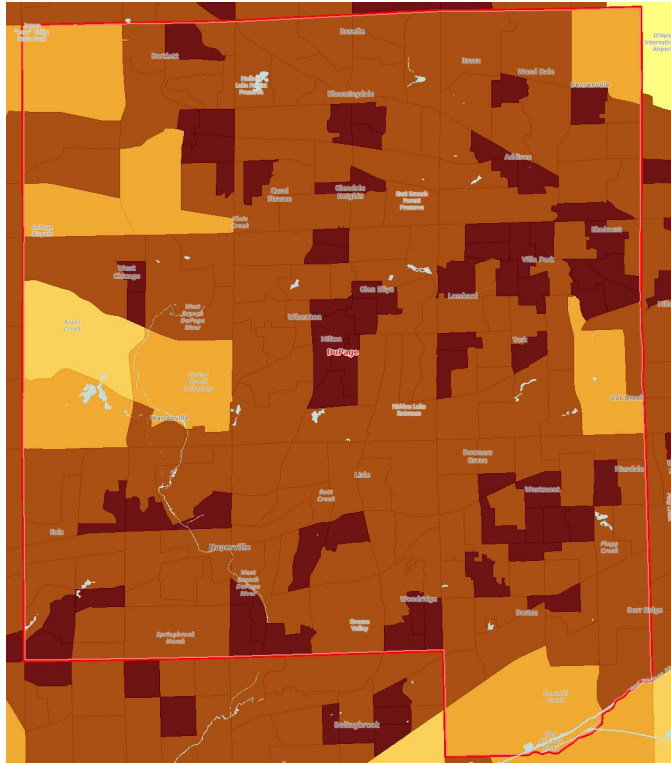
By examining the demographics of DuPage County, Community Services is better equipped to tailor programs and services to the population and identify populations in need of better representation for future Needs Assessments. Data provided by the Illinois Association of Community Action Agencies (IACAA) features a community profile of demographics, income and economics, education, social and economic factors, physical environment, housing and families, clinical care and prevention, health outcomes, and the healthcare workforce (Appendix A, Section 1). Additionally, the DuPage Continuum of Care Homeless Point-in-Time Count provides data on the unhoused population in DuPage County (Appendix A, Section 2).

### POPULATION

DuPage County is a diverse and dynamic community, characterized by a mix of urban and suburban environments (Figure 1). According to the U.S. Census Bureau's 2022 American Community Survey 2018-22 5-year estimates, the population stands at 930,559 residents. According to the U.S Census Bureau Decennial Census, between 2010 and 2020, DuPage County's population increased by 15,970 people, a net increase of 1.74%, compared to the net decrease of 0.14% overall for Illinois. The gender breakdown of 51% female and 49% male. 22.3% of the population is under age 18, 61.3% is aged 18 to 64, and 16.4% is aged 65 and older. Families with children make up 31.9% of the population.

The racial composition is predominantly White at 67.5%, followed by Asian at 12.1%, and African American at 5.3% of the population. The Hispanic or Latino population of the County is approximately 14.6%. DuPage County also hosts a high proportion of immigrants. Approximately 179,550 immigrants reside in DuPage County, a 19.3% share of the population, compared to the 13.8% share of the total United States population.

**Figure 1: DuPage County Population Density**



**Population, Density (Persons per Sq Mile) by Tract, ACS 2018-22**

- Over 5,000
- 1,001 - 5,000
- 501 - 1,000
- 51 - 500
- Under 51
- No Data or Data Suppressed
- DuPage County, IL

## RACE AND ETHNICITY

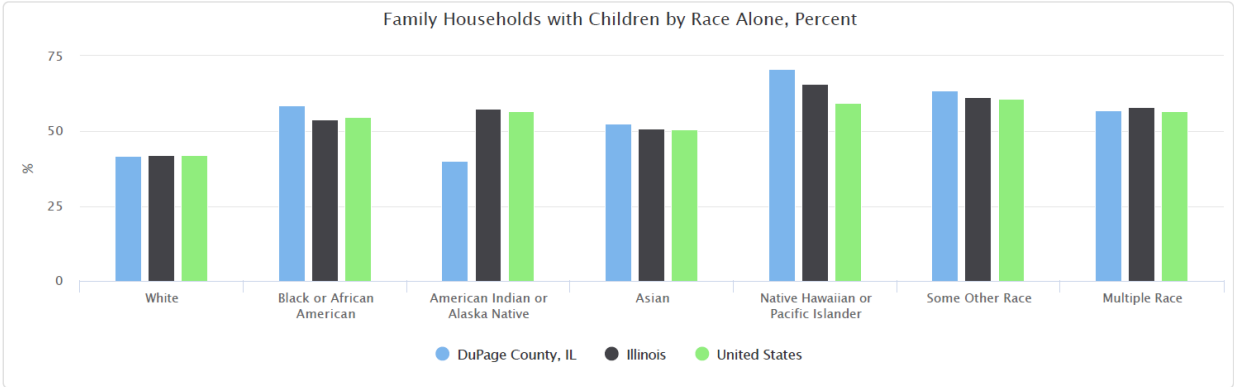
According to the U.S Census Bureau’s American Community Survey for 2018-2022, while most people living in DuPage County are estimated to have identified as white alone and not of Hispanic or Latino origin in 2022 (an estimated 70% of the population), there is an increasing number of minorities. Of the remaining 30% of the population estimated to have identified as a person of color, 12.6% identified as Asian alone, 4.9% identified as Black or African American alone, 0.4% identified as American Indian or Alaskan Native alone, and 0.04% identified as Native Hawaiian or Other Pacific Islander alone. Diversity is further illustrated as 7.6% of the population identified as multiple races and 4.6% identified as some other race. An estimated 14.8% of DuPage County’s population identified as Hispanic or Latino, and 85.2% identified as non-Hispanic or non-Latino.

While most of the DuPage County’s population identified as White alone, households of color are more likely to include minor children (Table 1, Figure 2). 70.9% of Native Hawaiian or Pacific Islander households, 58.5% of Black or African American households, 52.5% of Asian households, 40.0% of American Indian or Alaskan Native households, 63.4% of households identified as some other race, and 56.8% of multiracial households include children aged 0-17. 41.6% of households identified as White alone include children aged 0-17.

**Table 1: Family Households with Children by Race Alone, Percent**

<b>Report Area</b>	<b>White</b>	<b>Black or African American</b>	<b>American Indian or Alaska Native</b>	<b>Asian</b>	<b>Native Hawaiian or Pacific Islander</b>	<b>Some Other Race</b>	<b>Multiple Race</b>
<b>DuPage County, IL</b>	<b>41.6%</b>	<b>58.5%</b>	<b>40.1%</b>	<b>52.5%</b>	<b>70.9%</b>	<b>63.4%</b>	<b>56.8%</b>
Illinois	42.0%	53.8%	57.3%	51.0%	65.8%	61.2%	58.3%
United States	41.9%	54.6%	56.6%	50.7%	59.2%	61.0%	56.6%

**Figure 2: Family Households with Children by Race Alone, Percent**





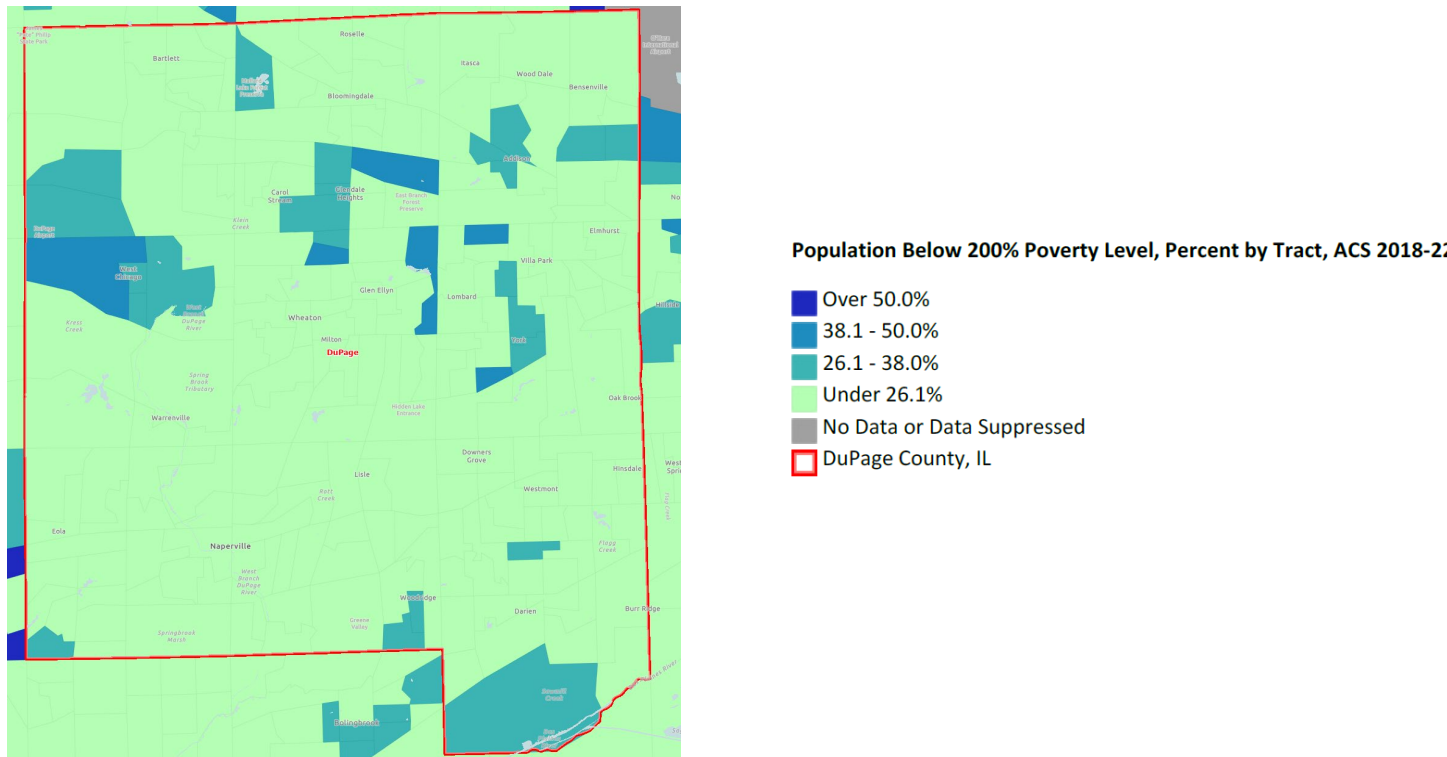
## EMPLOYMENT AND INCOME

Employment in DuPage County is robust, with a labor force participation rate of around 68%. The unemployment rate is relatively low at 3.5%, reflecting a strong local economy. Major industries include healthcare, education, retail, and manufacturing. The median household income is \$89,000, significantly higher than the national average, indicating a relatively affluent community. However, pockets of poverty exist, with 5.4% of residents living below the federal poverty line. Income distribution within the county reveals disparities, with higher incomes concentrated in certain areas while other neighborhoods experience economic hardship. 15.7% of the population have incomes below 200% of the federal poverty level (Table 2, Figure 3). Approximately 25% of households earn less than \$50,000 annually, and about 10% earn below \$25,000, highlighting the economic divide within the community.

**Table 2: Population Below 200% Federal Poverty Level**

Report Area	Total Population	Population with Income Below 200% FPL	Population with Income Below 200% FPL, Percent
<b>DuPage County, IL</b>	<b>917,954</b>	<b>143,637</b>	<b>15.7%</b>
Illinois	12,478,664	3,308,800	26.5%
United States	323,275,448	93,118,710	28.8%

**Figure 3: Population Below 200% Federal Poverty Level**



## HOUSING AND UTILITIES

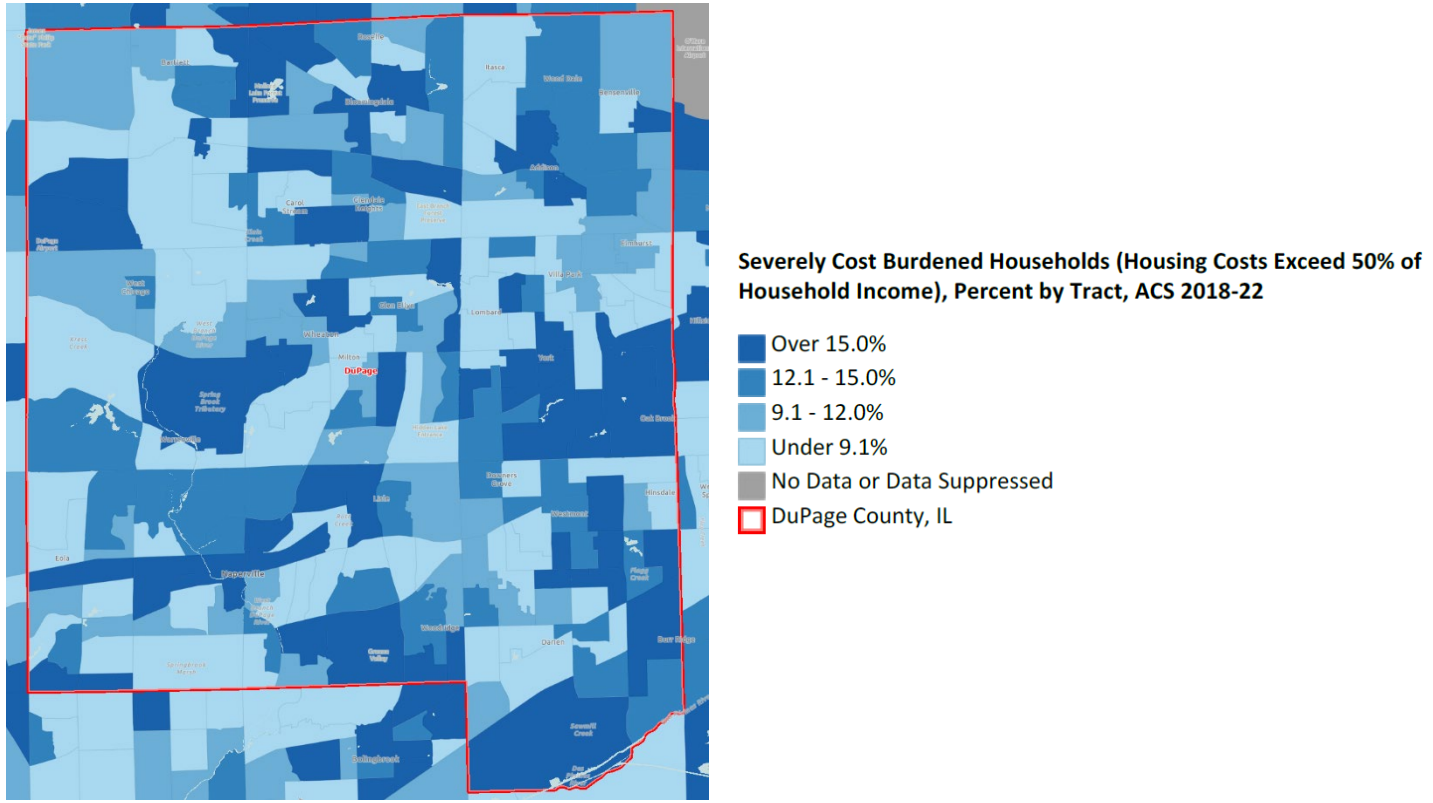
Housing in DuPage County is varied, with a median home value of \$335,000. While homeownership rates are high, affordable housing remains a persistent issue, especially for low-income households. Rental costs have also been rising, putting additional strain on economically vulnerable residents. According to the 2018-22 U.S. Census Bureau American Community Survey, 27.8% of DuPage County households are cost-burdened, spending 30% or more of their household income on housing. Of those households, 43.1% are severely cost-burdened, spending 50% or more of household income on housing (Table 3, Figure 4). According to the January 2024 DuPage Continuum of Care Homeless Point-in-Time Count, there were 202 sheltered and unsheltered households experiencing homelessness, not including uncounted households doubled-up with family and friends. Among DuPage County school districts, 1,534 students were estimated to be homeless.

In DuPage County, access to utilities such as gas, electricity, water, sewer, trash removal, telephone, and internet is generally adequate, but challenges exist in certain areas, particularly for low-income and vulnerable populations. While most residents have stable access to essential utilities, significant concerns remain regarding internet access, with 22,510 households either lacking internet or having only slow connections, and 12,058 households without a computer. Additionally, in 2023, 15,300 residents received the Low-Income Home Energy Assistance Program (LIHEAP) grant, highlighting the ongoing need for financial assistance to ensure that low-income households can maintain essential energy services. These gaps and the reliance on assistance programs underscore the necessity of continued efforts to support vulnerable populations in accessing and maintaining these critical services.

**Table 3: Severely Cost-Burdened Households**

Report Area	Total Households	Severely Burdened Households	Severely Burdened Households, Percent
<b>DuPage County, IL</b>	<b>348,870</b>	<b>41,883</b>	<b>12.0%</b>
Illinois	4,968,761	676,030	13.6%
United States	125,736,353	17,679,129	14.1%

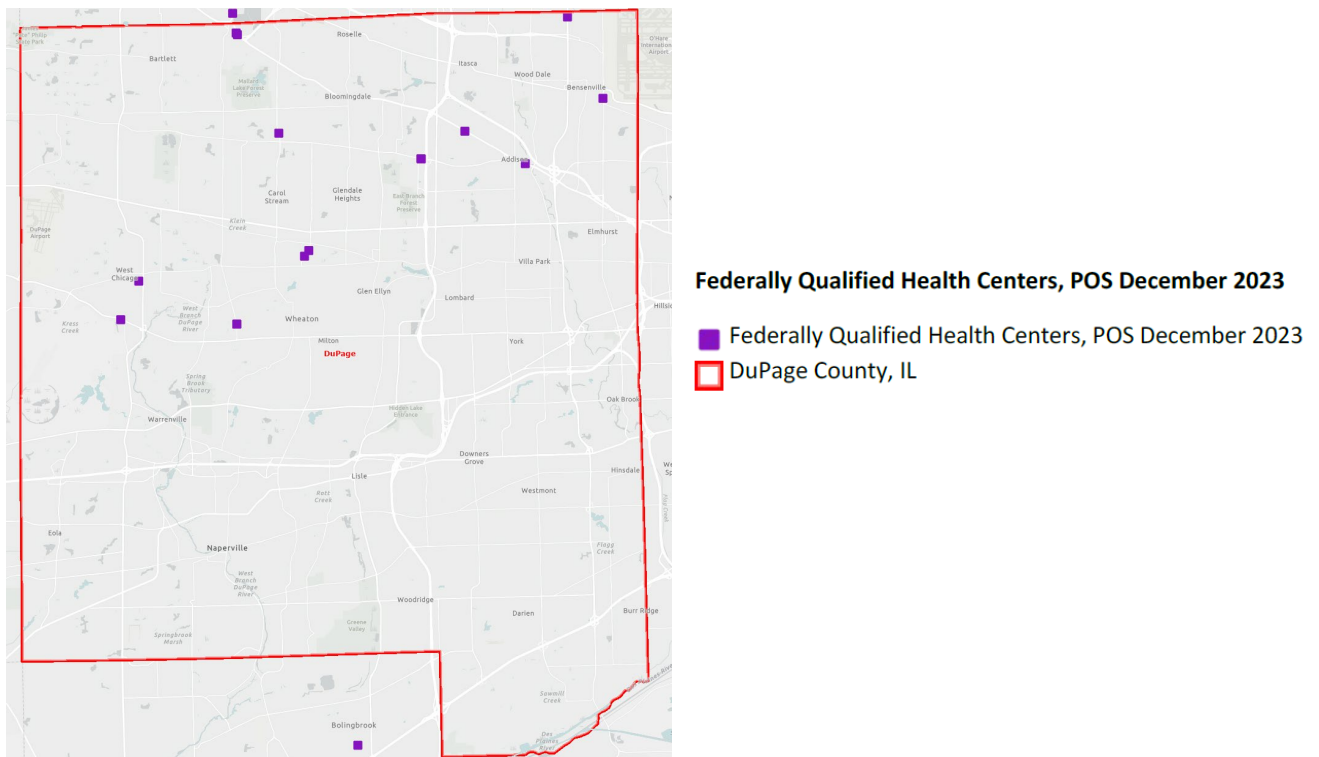
**Figure 4: Severely Cost-Burdened Households**



## HEALTH CARE

Health access in DuPage County is generally good, with numerous healthcare facilities and services available. The county has several major hospitals and numerous clinics offering a range of medical services. However, disparities persist, particularly among minority and low-income groups who face barriers to accessing care. Approximately 39,174 adults and 5,625 children are uninsured. Additionally, DuPage County has 14 Federally Qualified Health Centers, that is a rate of 1.50 per 100,000 people, compared to the Illinois-wide rate of 3.47 per 100,000 (Figure 5). While DuPage County generally has lower poverty and a high number of primary care providers, not all providers accept low-income health insurance programs such as Medicaid, and the ones that do are often located out of reach for low-income residents. According to the President of the DuPage Health Coalition, DuPage County would be well-served by increasing the number of FQHCs and strategically locating them in communities where low-income people reside.

**Figure 5: Federally Qualified Health Centers in DuPage County**



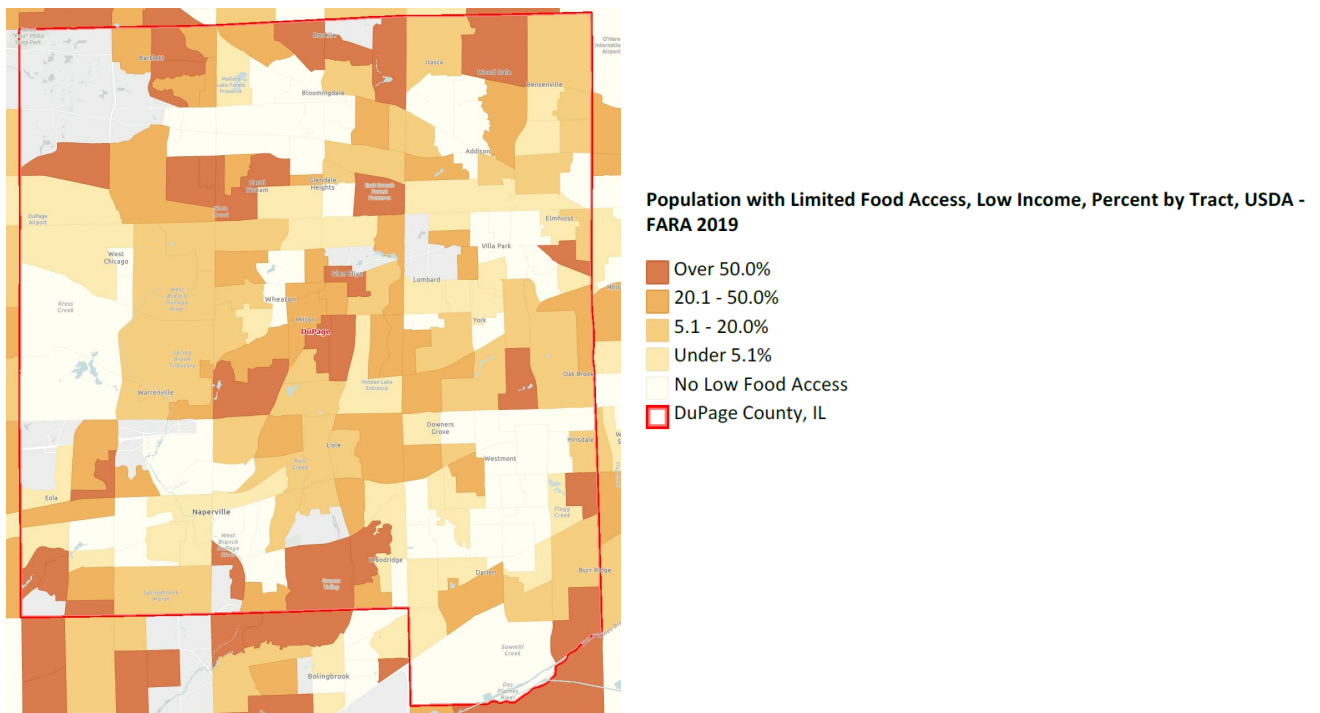
## FOOD AND NUTRITION

Food access is a significant concern in DuPage County, particularly for low-income families and individuals. Approximately 19.0% of the population is low income with low food access (Table 4, Figure 6). Food deserts, areas with limited availability of fresh food retailers, are present in some parts of the county, exacerbating the issue. In 2023, a moderately priced meal in DuPage County cost \$3.91, which is 38% more than the SNAP benefit of \$2.83.

**Table 4: Low Income with Low Food Access**

Report Area	Total Population	Low Income Population	Low Income Population with Low Food Access	Percent Low Income Population with Low Food Access
DuPage County, IL	916,924	154,392	29,470	19.1%
Illinois	12,830,632	3,740,352	619,810	16.6%
United States	308,745,538	97,055,825	18,834,033	19.4%

**Figure 6: Low Income Population with Low Food Access**



## TRANSPORTATION

Transportation access remains a critical challenge in DuPage County. Nearly 10% of renter-occupied households and 2.1% of owner-occupied households have no motor vehicle—an estimated total of 15,000 residences (Table 5, Figure 7). DuPage County is not well-served by public transportation, with limited access to the Metra rail system and PACE bus services (Figure 8). These limitations hinder commuting options, particularly for lower-income populations who rely heavily on public transit.

**Table 5: Households with No Motor Vehicle by Tenure**

Report Area	Owner-Occupied Households	Owner-Occupied Households, Percent	Renter-Occupied Households	Renter-Occupied Households, Percent
<b>DuPage County, IL</b>	<b>5,322</b>	<b>2.09%</b>	<b>9,348</b>	<b>10.0%</b>
Illinois	127,047	3.84%	410,299	24.8%
United States	2,560,689	3.14%	7,914,181	17.9%

**Figure 7: Households with No Motor Vehicle by Tenure**

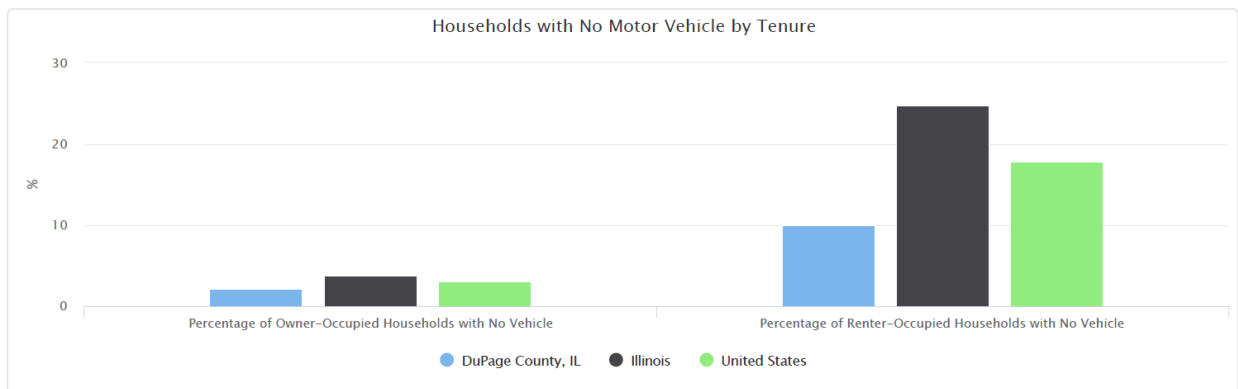


Figure 8: Metra Train and Pace Bus Routes in DuPage County



## SUMMARY

DuPage County is a vibrant and diverse community, experiencing steady growth and characterized by a strong local economy. However, significant disparities exist, particularly among low-income and minority populations. While many residents enjoy relative affluence, others face challenges such as housing affordability, limited access to essential services, and economic inequality. The county's diversity is reflected not only in its racial and ethnic composition but also in the varying needs of its population. Issues like limited internet access, the need for energy assistance, and gaps in healthcare access highlight the ongoing struggles for some residents. These challenges underscore the importance of continuing to tailor community services and support programs to meet the evolving needs of all residents, ensuring that everyone in DuPage County has the opportunity to thrive.



# SERVICE USERS SURVEY

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## METHODOLOGY

The State of Illinois designed a questionnaire to be administered to service users across CSBG-funded agencies. The survey included 26 questions on services received, current needs, community and civic activities, technology and internet access, and personal and household characteristics. Specific needs areas surveyed included:

- Health
- Housing
- Employment
- Adult Education
- Child Care and Child Development
- Financial/Legal (Income Management)
- Food and Nutrition
- Family Support

The DuPage County CSBG Customer Survey was administered in both English and Spanish, via paper and online survey in May 2024, to service users of DuPage County Community Services, People's Resource Center, Catholic Charities, Outreach, Teen Parent Connection, HOME DuPage, 360 Youth Services, workNet DuPage, CSBG Advisory Board Member organizations (Wayne Township, Bridge Communities, Metropolitan Family Service DuPage) and other local partners through the Continuum of Care and DuPage Health Department. Paper questionnaires received were entered into the online survey platform and responses to open ended questions were coded for ease of data analysis.

## DEMOGRAPHIC CHARACTERISTICS

### RESPONDENT CHARACTERISTICS

Service users answered questions about their gender, age, race, and ethnicity. The response breakdown is listed in the table below (Table 6).

<b>Table 6: Service Users Survey Respondent Characteristics</b>		
<b>Gender</b>		
	Female	73.7%
	Male	22.6%
	Prefer not to answer	10.5%
	Prefer to self-describe	0.1%
<b>Age</b>		
	18-24	2.6%
	25-34	15.0%
	35-44	20.9%
	45-54	20.1%
	55-64	19.1%
	65+	22.9%
	Prefer not to answer	10.0%
<b>Ethnicity</b>		
	Hispanic, Latino, or Spanish Origin	28.2%
	Not Hispanic, Latino, or Spanish Origin	60.7%
	Prefer not to answer	11.7%
<b>Race</b>		
	White	48.9%
	Black or African American	19.0%
	Asian	8.0%
	American Indian or Alaska Native	1.7%
	Native Hawaiian or Pacific Islander	0.1%
	Some other race	6.1%
	Prefer not to answer	23.5%

## **HOUSEHOLD CHARACTERISTICS**

Service users were asked to provide their household’s zip code. The top five most frequent zip code responses were from Glen Ellyn, Lombard, Glendale Heights, Wheaton, and West Chicago.

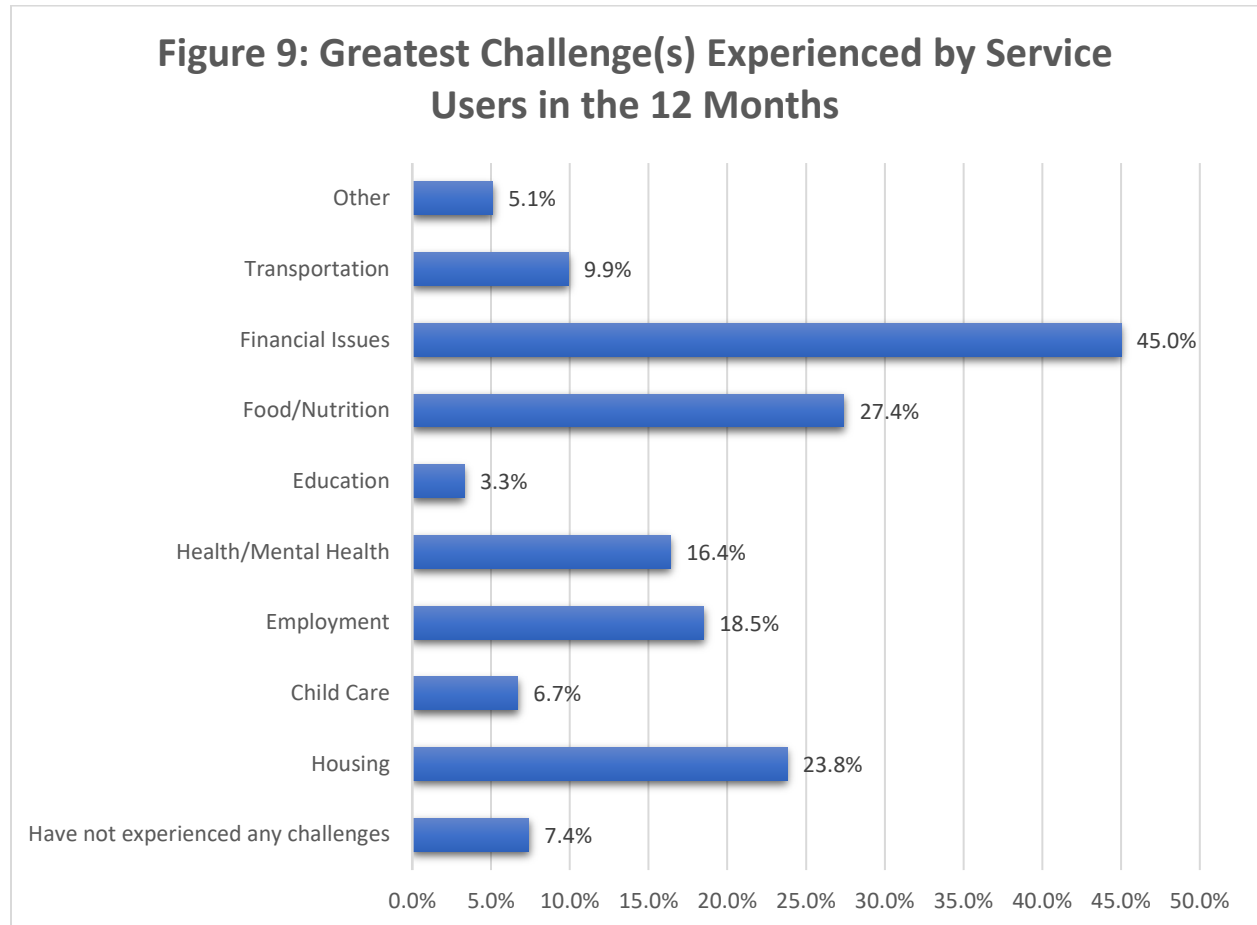
Service users were asked to provide additional information about their household, including household size, language spoken at home, and 2023 annual income. Service users’ household sizes ranged from 1 to 11, with a mean household size of 2.3 and a median household size of 1. Household characters for service users who responded to the survey are summarized in the table below (Table 7).

<b>Table 7: Service Users Survey Household Characteristics</b>		
<b>Top 5 Zip Codes</b>		
60137 (Glen Ellyn)		13.1%
60148 (Lombard)		12.8%
60139 (Glendale Heights)		12.0%
60187 (Wheaton)		11.0%
60185 (West Chicago)		10.7%
<b>Household Composition</b>		
Children in Household		87.5%
No Children in Household		12.5%
<b>Primary Language Spoken at Home</b>		
English		65.7%
Spanish		23.8%
Other		8.0%
<b>2023 Household Income</b>		
Less than \$15,950		28.4%
\$15,950 - \$21,550		13.8%
\$21,551 - \$27,150		12.0%
\$27,151 - \$32,750		7.6%
\$32,751 - \$38,350		7.9%
\$38,351 - \$43,950		7.3%
\$43,951 - \$49,550		4.6%
\$49,551 - \$55,150		3.7%
\$55,151 - \$59,630		2.0%
\$59,631 - \$64,110		2.2%
More than \$64,110		2.7%
Don't know		6.3%
Prefer not to answer		19.8%

## CHALLENGES AND NEEDS

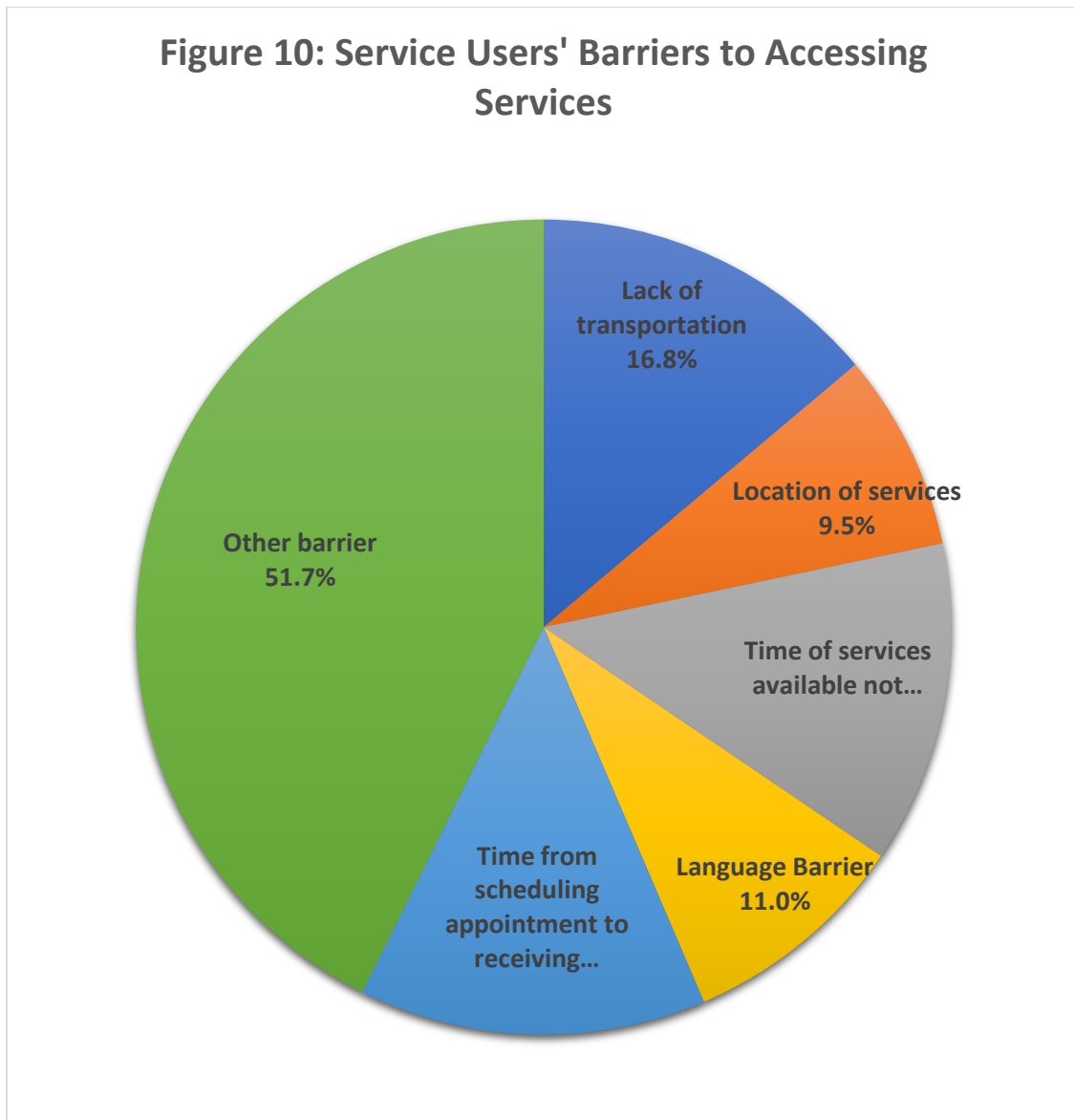
### **GREATEST CHALLENGE EXPERIENCED IN THE PAST 12 MONTHS**

Service users were asked to select the greatest challenge they experienced within the past 12 months. The response breakdown is shown in the table below, with the top five specified challenges selected as financial issues, food/nutrition, housing, employment, and health/mental health (Figure 9). Many service users selected more than one greatest challenge category.



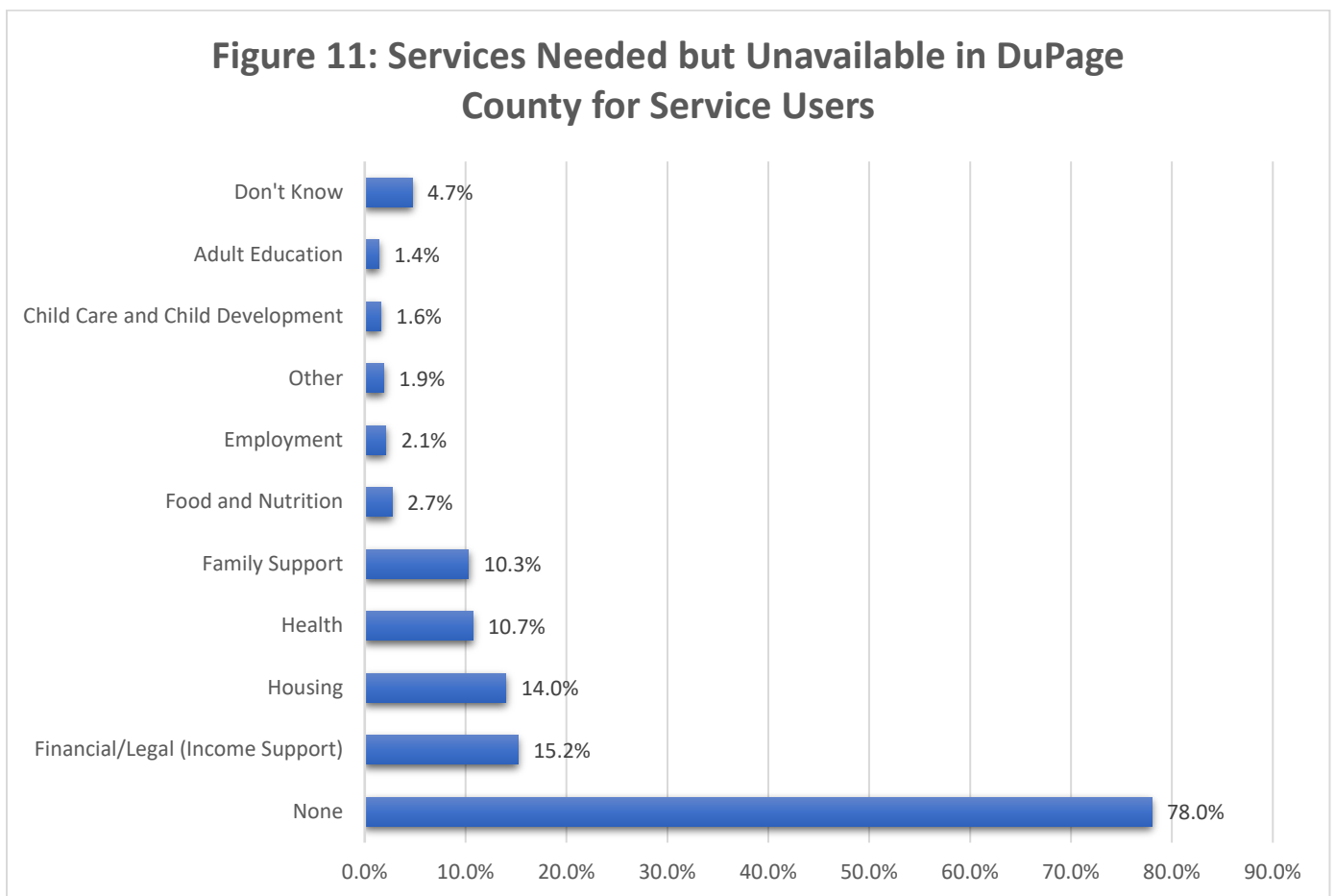
## **BARRIERS TO ACCESSING SERVICES**

Service users were asked to select the challenges or barriers that they or members of their households experienced accessing services. The response breakdown is listed in the chart below, with the top three specified challenges or barriers selected as lack of transportation, time from scheduling appointment to receiving services being too long, and times services were available being inconvenient (Figure 10). 48.5% of service users selected other barriers, including not meeting program/service qualifications, being unable to access services due to disability, and lack of awareness about available programs/services.



## **SERVICES NEEDED THAT ARE NOT AVAILABLE IN DUPAGE COUNTY**

Service users were asked about services they or their household needed which were not available in DuPage County. This was an open-ended question. 100% of service users answered this question. 78.0% of service users commented that there were no services they needed which were unavailable at DuPage County. 4.5% of service users commented that they did not know. The three most mentioned unmet needs were financial/legal (income management) (15.2%), housing (14.0%), and health (10.7%). 1.9% of service users entered commentary on eligibility for services and lack of awareness about what was available (Figure 11).



## CURRENT NEEDS BY ISSUE AREA

### **OVERVIEW**

Service users were presented with eight specific issue areas:

- Health
- Housing
- Employment
- Adult Education
- Child Care and Child Development
- Financial/Legal (Income Management)
- Food and Nutrition
- Family and Support

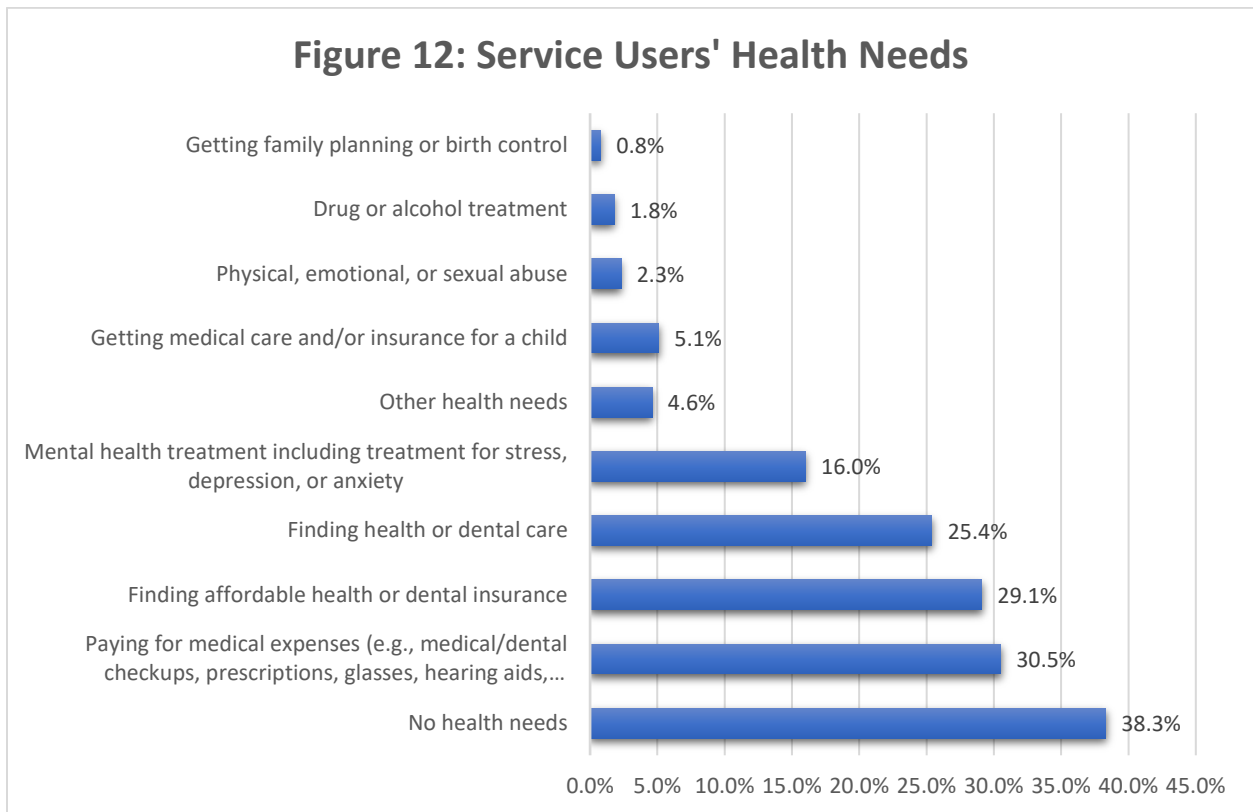
For each of these issue areas, they were presented with a list of possible needs and asked to select the needs with which they or someone in their household could use assistance. For each area, service users were also able to select “other” and write or enter an answer. The following is a summary of top needs by issue area (Table 8). Full results can be found in the sections that follow.

<b>Table 8: Top Service User Needs by Issue Area</b>	
<b>Health</b>	
Paying for medical expenses	30.5%
Finding affordable health or dental insurance	29.1%
Finding health or dental care	25.4%
<b>Housing</b>	
Paying rent or mortgage, rent deposits/application fees	32.1%
Finding affordable housing	22.0%
Qualifying for a loan to buy a home	16.7%
<b>Employment</b>	
Finding a full-time job	23.2%
Training/education for a Job	11.4%
Applying for jobs	10.1%
<b>Adult Education</b>	
Learning English as a second language	15.6%
Getting a 2-year or 4-year college degree	14.7%
Learning how to use a computer	12.8%
<b>Child Care and Child Development</b>	
Paying for school supplies, fees, or activities	16.9%
Paying for child care	12.6%
Finding affordable, quality, licensed child care in a convenient location	9.4%
<b>Financial/Legal (Income Management)</b>	
Problems with paying bills, such as utilities or credit cards	24.5%
Paying unexpected or emergency expenses	24.5%
Getting clothing, shoes, or personal care items like soap, diapers, and toilet paper	19.4%
<b>Food and Nutrition</b>	
Getting food or food assistance	36.6%
Learning to shop and cook for health eating or dietary restrictions	12.7%
Getting meals delivered to your home for a senior or disabled individual	6.0%
<b>Family Support</b>	
Paying for car repairs	32.0%
Paying for car insurance, registration, or license fees	28.4%
Buying a dependable car	21.1%



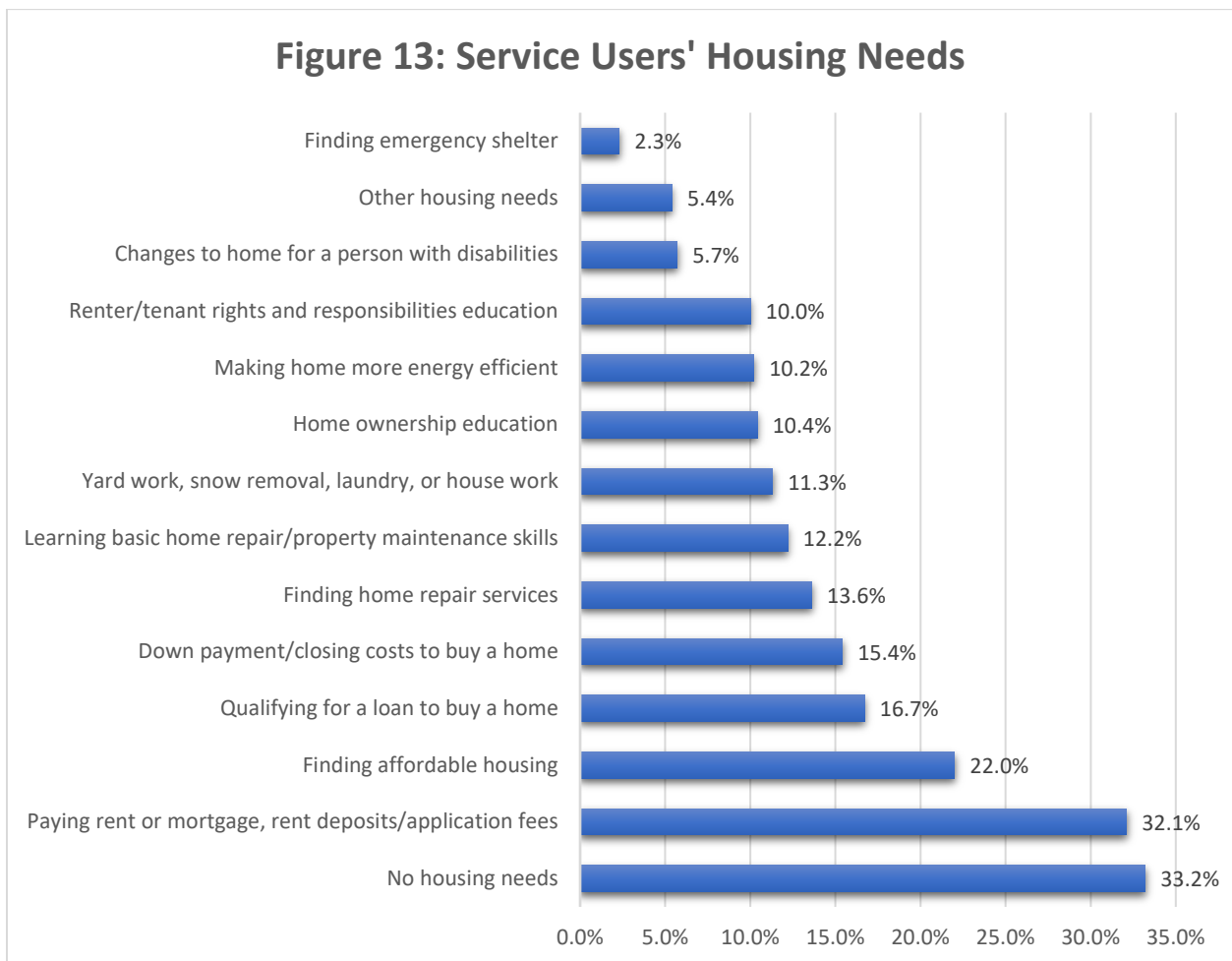
## **HEALTH**

Service users were asked to select from a list of eight options, which health needs they or someone in their household could use help with. Additional options included “other” and “none of the above”. 100% of service users answered this question. 61.7% of service users selected at least one health need for themselves or someone in their household. The three most selected health needs were paying for medical expenses (30.5%), finding affordable health or dental insurance (29.1%), and finding health or dental care (25.4%). Service user health needs breakdown is illustrated in the chart below (Figure 12).



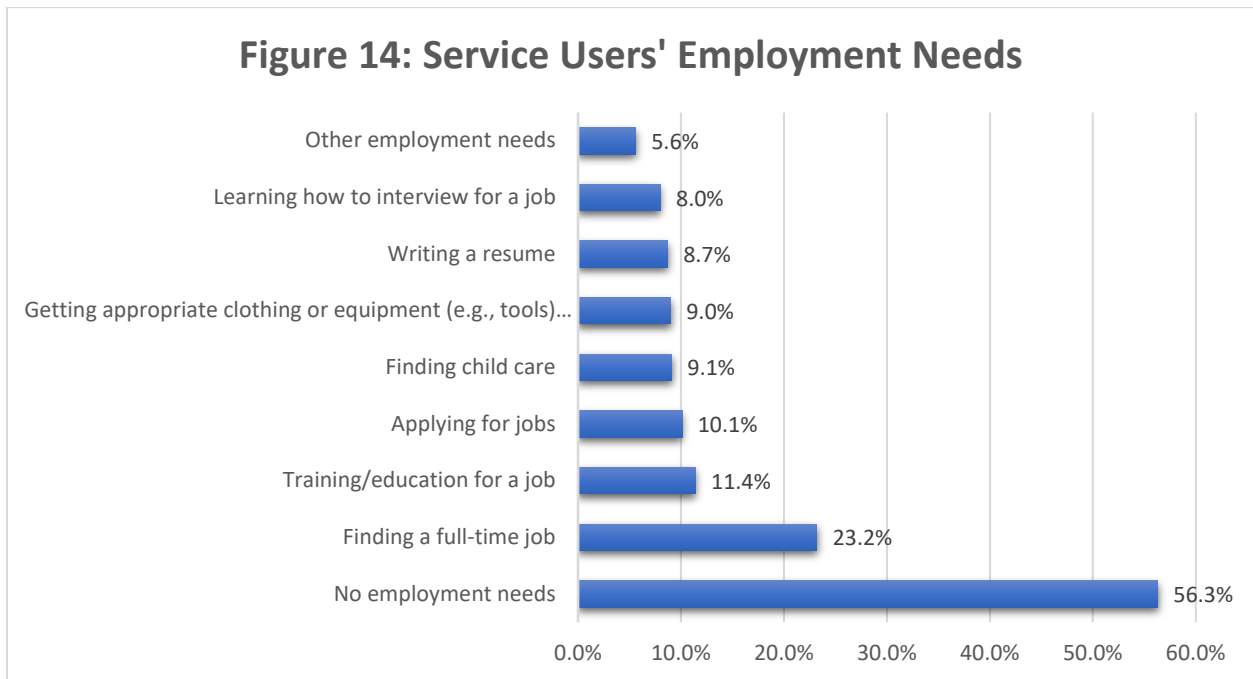
## **HOUSING**

Service users were asked to select from a list of 12 options, which housing needs they or someone in their household could use help with. Additional options included “other” and “none of the above”. 100% of service users answered this question. 66.2% of service users selected at least one housing need for themselves or someone in their household. The three most selected housing needs were paying rent or mortgage, rent deposits/application fees (32.1%); finding affordable housing (22.0%), and qualifying for a loan to buy a home (16.7%). Service user housing needs breakdown is illustrated in the chart below (Figure 13).



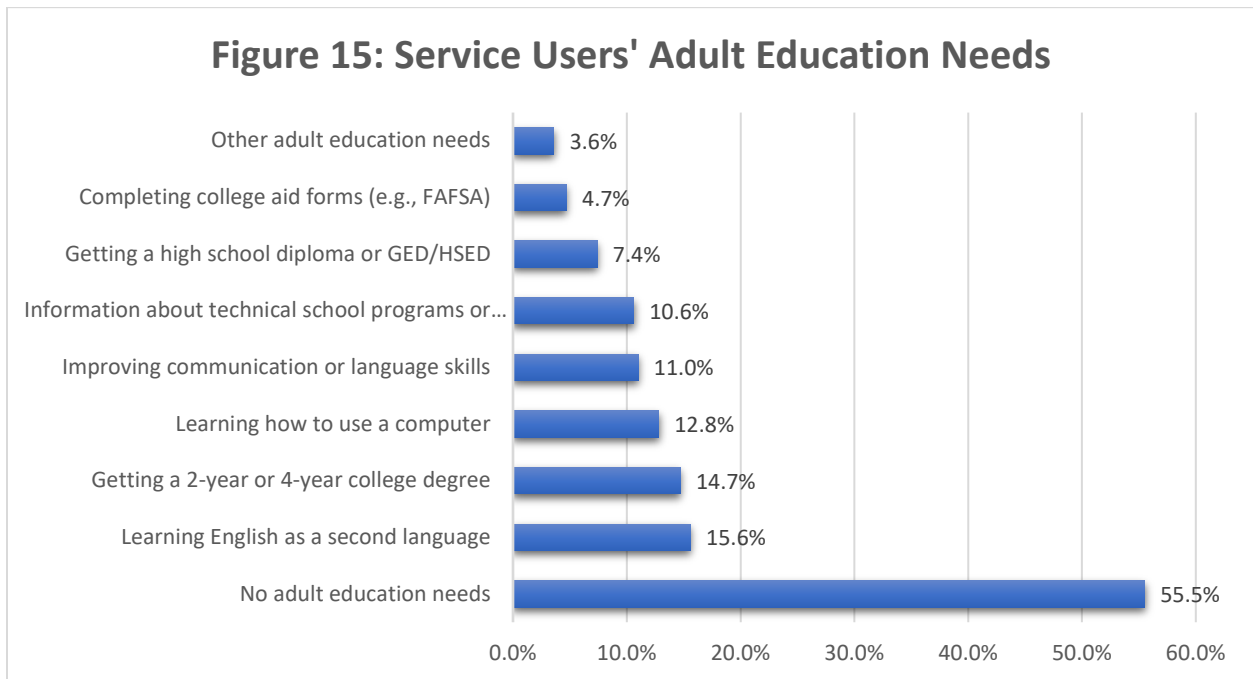
## **EMPLOYMENT**

Service users were asked to select from a list of seven options, which employment needs they or someone in their household could use help with. Additional options included “other” and “none of the above”. 100% of service users answered this question. 43.7% of service users selected at least one employment need for themselves or someone in their household. The three most selected employment needs were finding a full-time job (23.2%), training/education for a job (11.4%), and applying for a job (10.1%). Service user employment needs breakdown is illustrated in the chart below (Figure 14).



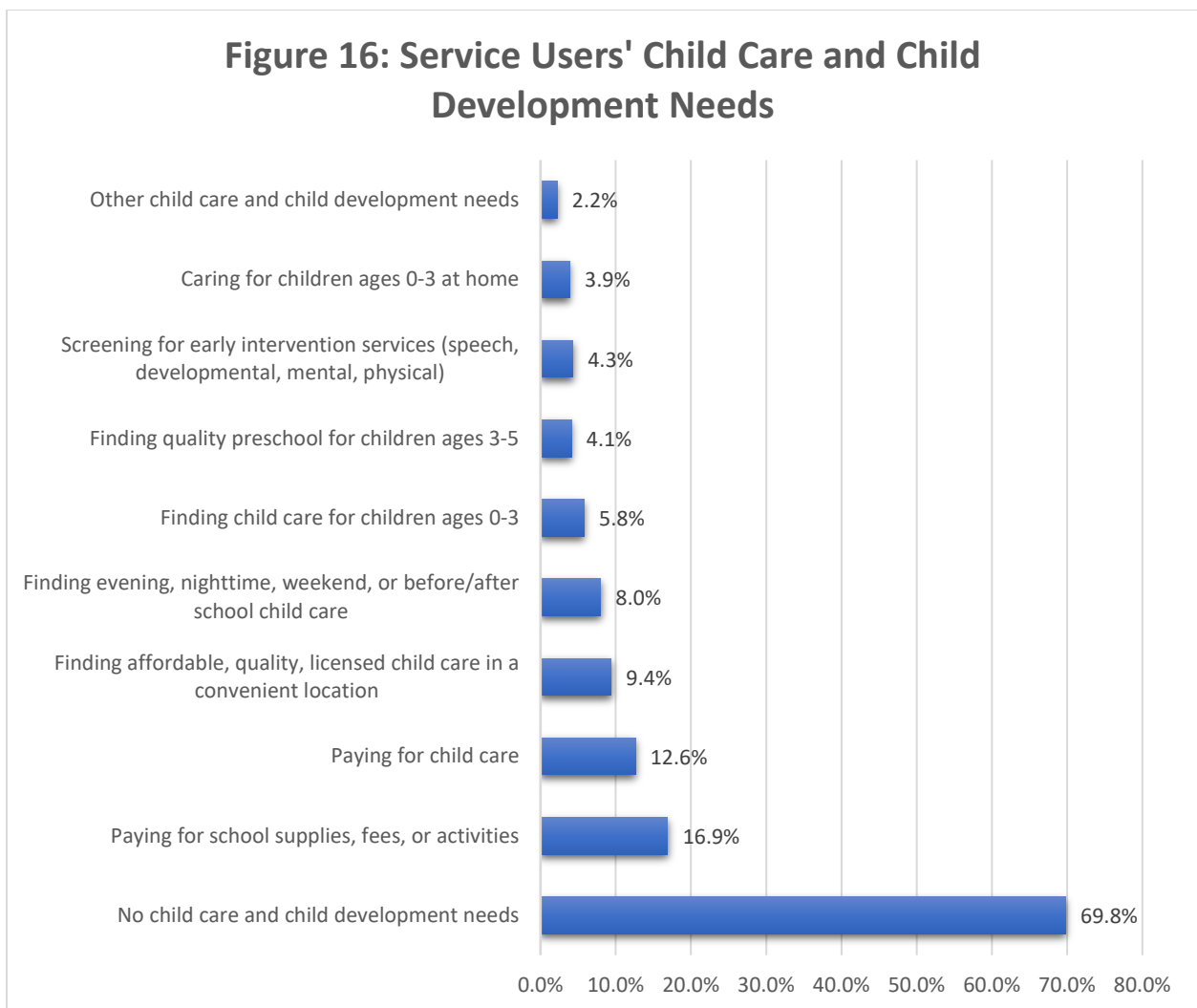
## **ADULT EDUCATION**

Service users were asked to select from a list of seven options, which adult education needs they or someone in their household could use help with. Additional options included “other” and “none of the above”. 100% of service users answered this question. 44.5% of service users selected at least one adult education need for themselves or someone in their household. The three most selected adult education needs were learning English as a second language (15.6%), getting a 2-year or 4-year college degree (14.7%), and learning how to use a computer (12.8%). Service user employment needs breakdown is illustrated in the chart below (Figure 115).



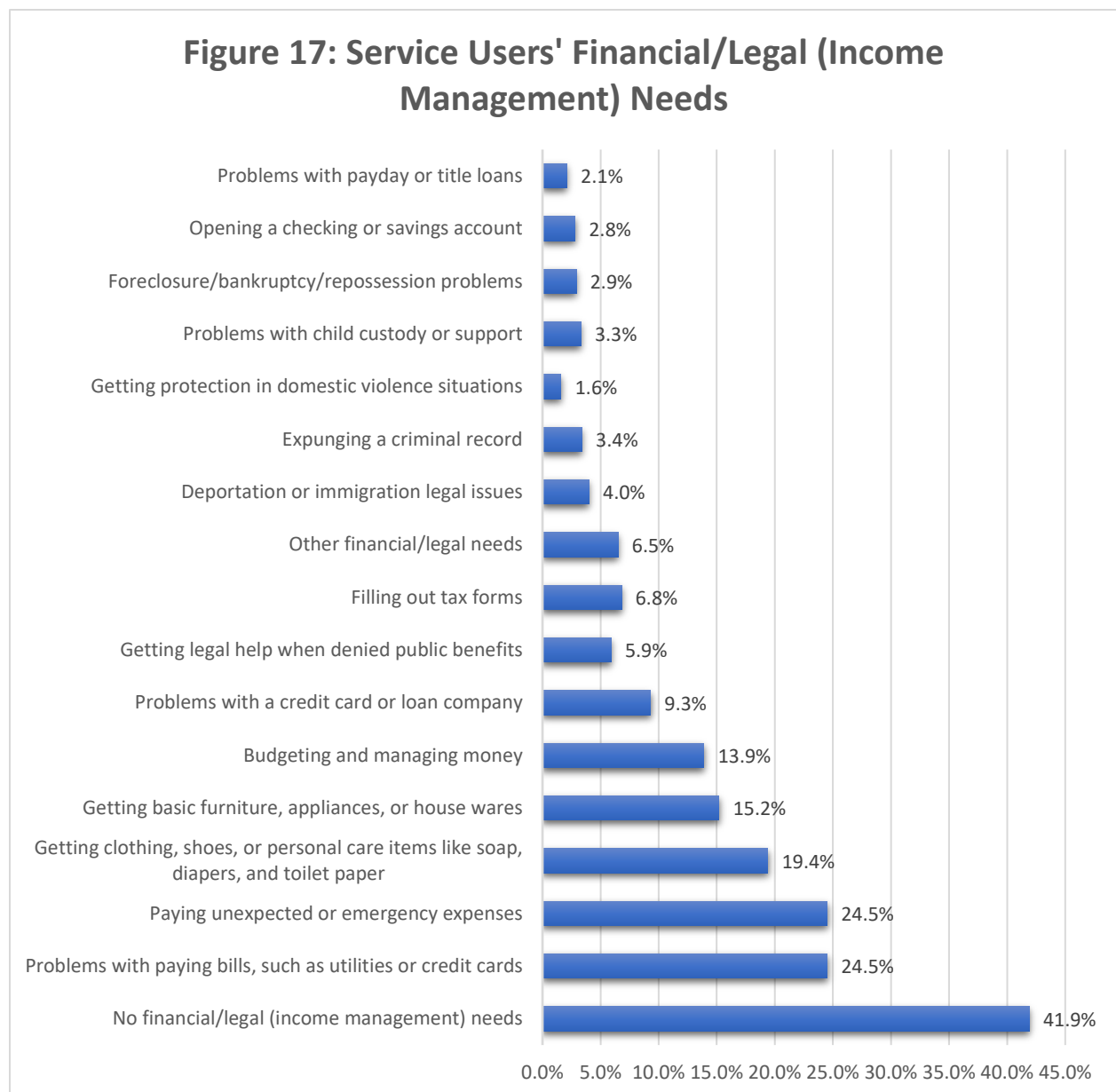
## **CHILDCARE AND CHILD DEVELOPMENT**

Service users were asked to select from a list of eight options, which childcare and child development needs they or someone in their household could use help with. Additional options included “other” and “none of the above”. 87.5% of service users answered this question. 30.2% of service users who responded selected at least one childcare and child development need for themselves or someone in their household. The three most selected childcare and child development needs were paying for school supplies, fees, or activities (16.9%), paying for childcare (12.6%), and finding affordable, quality, licensed childcare in a convenient location (9.4%). Service user childcare and child development needs breakdown is illustrated in the chart below (Figure 12).



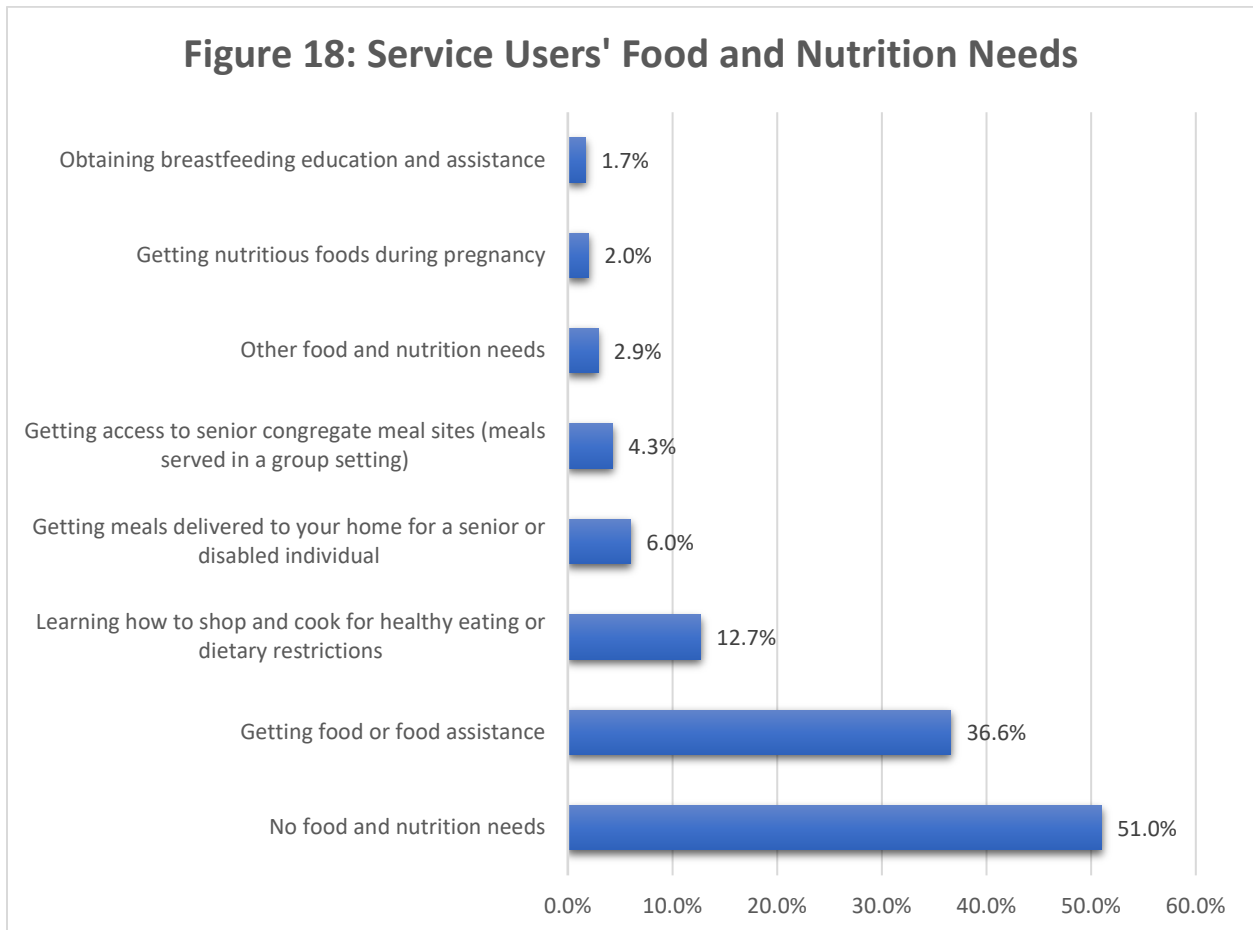
## **FINANCIAL/LEGAL (INCOME MANAGEMENT)**

Service users were asked to select from a list of 15 options, which financial/legal (income management) needs they or someone in their household could use help with. Additional options included “other” and “none of the above”. 100% of service users answered this question. 58.1% of service users selected at least one financial/legal (income management) need for themselves or someone in their household. The three most selected financial/legal (income management) needs were problems with paying bills, such as utilities or credit cards (24.5%), paying unexpected or emergency expenses (24.5%), and getting clothing, shoes, or personal care items like soap, diapers, and toilet paper (19.4%). Service user financial/legal (income management) needs breakdown is illustrated in the chart below (Figure 17).



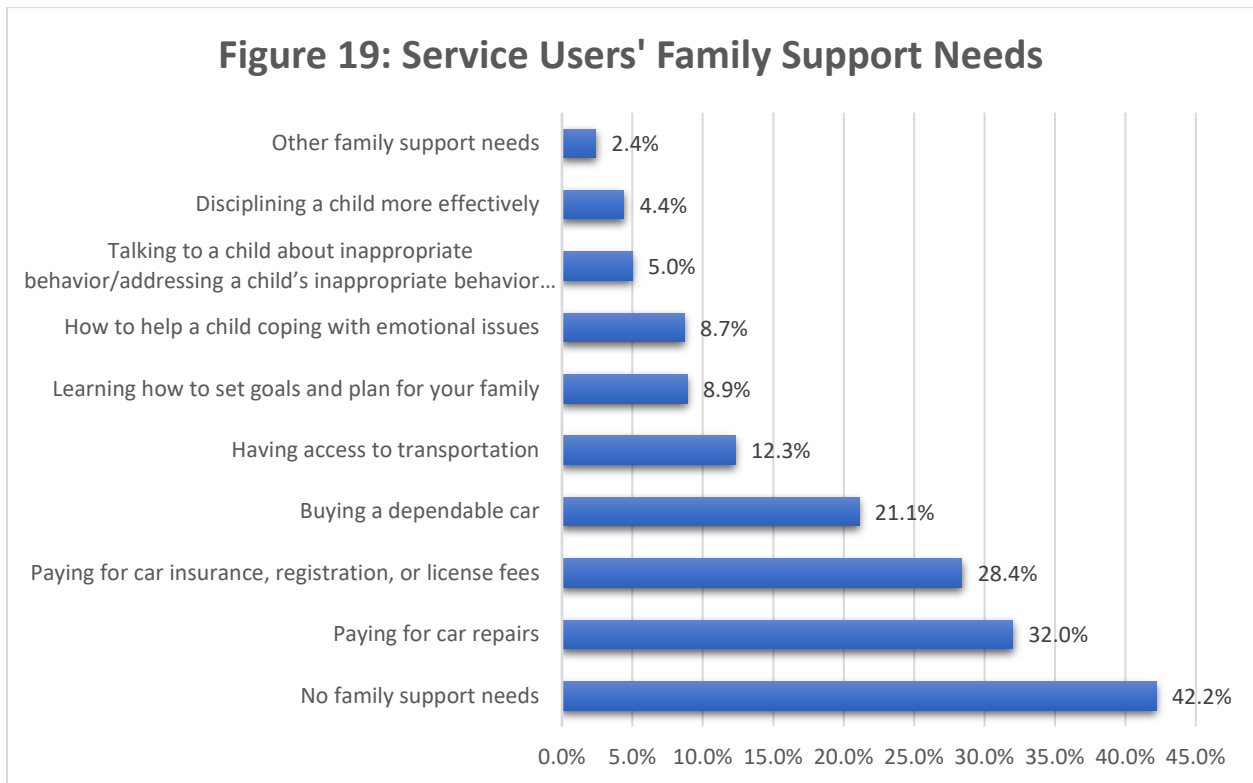
## **FOOD AND NUTRITION**

Service users were asked to select from a list of six options, which food and nutrition needs they or someone in their household could use help with. Additional options included “other” and “none of the above”. 100% of service users answered this question. 49.0% of service users selected at least one food and nutrition need for themselves or someone in their household. The three most selected food and nutrition needs were getting food or food assistance (36.6%), learning how to shop and cook for health eating or dietary restrictions (12.7%), and getting meals delivered to your home for a senior or disabled individual (6.0%). Service user food and nutrition needs breakdown is illustrated in the chart below (Figure 18).



## **FAMILY SUPPORT**

Service users were asked to select from a list of eight options, which family support needs they or someone in their household could use help with. Additional options included “other” and “none of the above”. 100% of service users answered this question. 57.8% of service users selected at least one family support need for themselves or someone in their household. The three most selected family support needs were paying for care repairs (32.0%), paying for car insurance, registration, or license fees (28.4%), and buying a dependable car (21.1%). Service user family support needs breakdown is illustrated in the chart below (Figure 19).





## **TECHNOLOGY AND INTERNET ACCESS**

Service users were asked two questions about their internet access: whether they had access to high-speed internet, and whether they receive reduced price internet service (Table 9).

<b>Table X: Service Users' Technology and Internet Access</b>	
<b>Service User's Access to High-Speed Internet</b>	
Yes	72.2%
No	16.1%
Don't know	11.7%
<b>Service Users Receiving Reduced Price Internet Service</b>	
Yes	29.7%
No	60.0%
Don't know	10.4%

## **COMMUNITY AND CIVIC ACTIVITIES**

Service users were 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 an organization, association, or group; and working with others to solve community problems (Table 10).

<b>Table 10: Service Users' Participation in Community and Civic Activities</b>	
<b>Register to Vote in a Local, State, or National Election</b>	
Yes	36.3%
No	44.0%
Don't Know	19.7%
<b>Volunteer or Participate in an Organization, Association, or Group</b>	
Yes	8.9%
No	67.9%
Don't Know	23.2%
<b>Work with Other to Solve a Community Problem</b>	
Yes	15.1%
No	60.5%
Don't Know	24.4%

# COMMUNITY SURVEY

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## METHODOLOGY

The State of Illinois designed a questionnaire to be administered to community members of CSBG-funded agencies. The survey included 16 questions on household needs, community and civic activities, technology and internet access, and personal and household characteristics. Specific needs areas surveyed included:

- Health
- Housing
- Employment
- Adult Education
- Child Care and Child Development
- Financial/Legal (Income Management)
- Food and Nutrition
- Family Support

The questionnaire was administered in both English and Spanish, via paper and online survey in June 2024, to DuPage County residents. Paper questionnaires received were entered into the online survey platform and responses to open answer questions were coded for ease of data analysis.

## DEMOGRAPHIC CHARACTERISTICS

### RESPONDENT CHARACTERISTICS

Community members answered questions about their gender, age, race, and ethnicity. The response breakdown is listed in the table below (Table 11).

<b>Table 11: Community Survey Respondent Characteristics</b>		
<b>Gender</b>		
	Female	87.9%
	Male	6.1%
	Prefer not to answer	0.0%
	Prefer to self-describe	0.0%
<b>Age</b>		
	18-24	0.0%
	25-34	9.1%
	35-44	36.4%
	45-54	30.3%
	55-64	15.2%
	65+	6.1%
	Prefer not to answer	3.0%
<b>Ethnicity</b>		
	Hispanic, Latino, or Spanish Origin	0.0%
	Not Hispanic, Latino, or Spanish Origin	93.9%
	Prefer not to answer	6.1%
<b>Race</b>		
	White	84.9%
	Black or African American	6.1%
	Asian	6.1%
	American Indian or Alaska Native	0.0%
	Native Hawaiian or Pacific Islander	0.0%
	Some other race	3.0%
	Prefer not to answer	3.0%

## **HOUSEHOLD CHARACTERISTICS**

Community members were asked to provide their household’s zip code. The top three most frequent zip code responses are reflected in the table below, from Darien, Downers Grove, and Carol Stream.

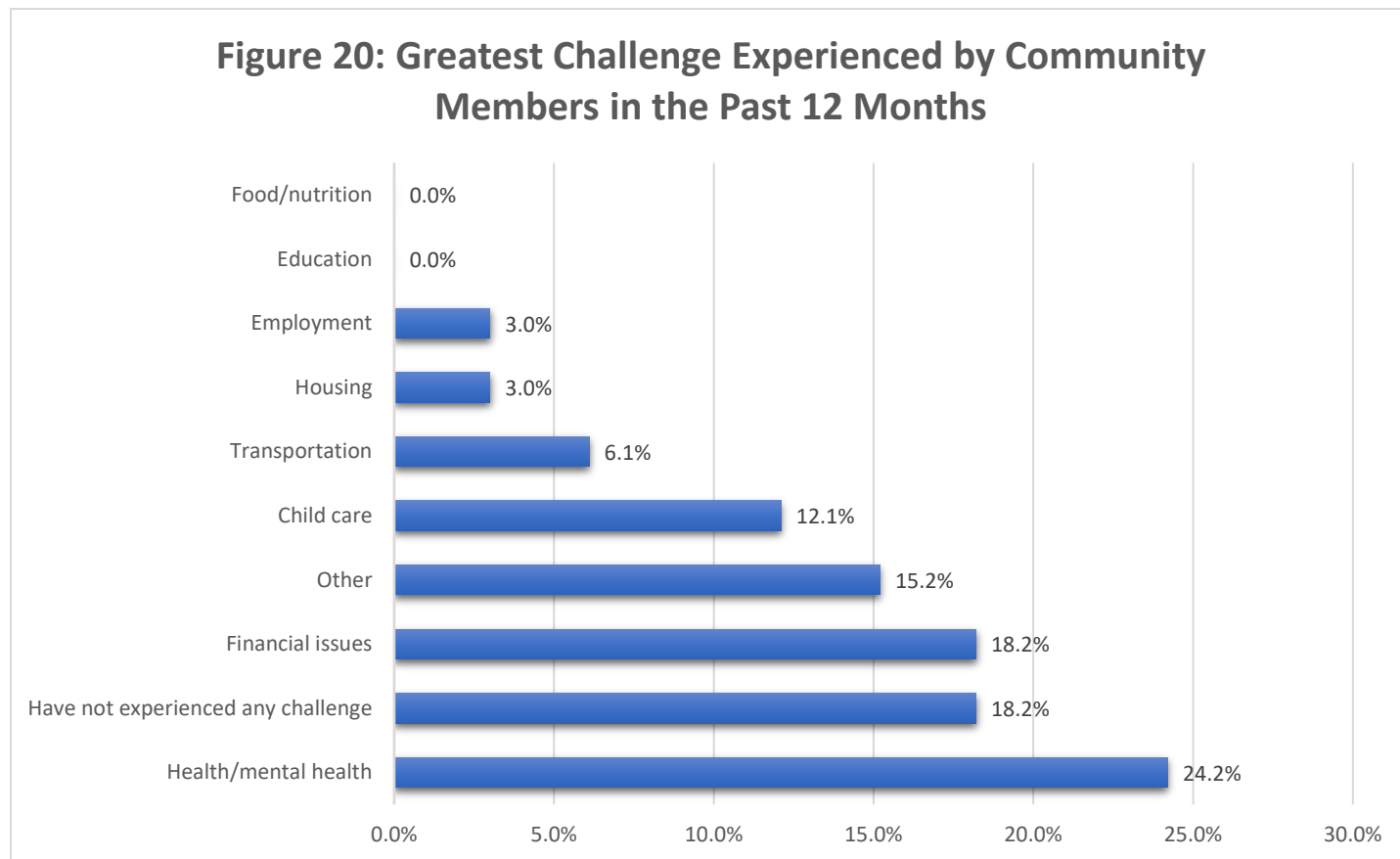
Community members were asked to provide additional information about their household, including household size, language spoken at home, and 2023 annual income (Table 12). Community respondent household sizes ranged from 1 to 7, with a mean household size of 2.7 and a median household size of 2. There were no Spanish responses to the community survey.

<b>Table 12: Community Survey Household Characteristics</b>		
<b>Top 5 Zip Codes</b>		
60561 (Darien)		36.4%
60515 (Downers Grove)		18.2%
60188 (Carol Stream)		9.1%
<b>Household Composition</b>		
Children in Household		57.6%
No Children in Household		42.4%
<b>Primary Language Spoken at Home</b>		
English		100.0%
Spanish		0.0%
Other		0.0%
<b>2023 Household Income</b>		
Less than \$15,950		3.0%
\$15,950 - \$21,550		3.0%
\$21,551 - \$27,150		3.0%
\$27,151 - \$32,750		3.0%
\$32,751 - \$38,350		0.0%
\$38,351 - \$43,950		0.0%
\$43,951 - \$49,550		3.0%
\$49,551 - \$55,150		3.0%
\$55,151 - \$59,630		0.0%
\$59,631 - \$64,110		0.0%
More than \$64,110		63.6%
Don't know		0.0%
Prefer not to answer		18.2%

## CHALLENGES

### **GREATEST CHALLENGE EXPERIENCED IN THE PAST 12 MONTHS**

Community members were asked to select the greatest challenge they experienced within the past 12 months. The response breakdown is shown in the table below, with the top three specified challenges selected as health/mental health (24.2%), financial issues (18.2%), and childcare (12.1%). Community members' greatest challenges are illustrated in the chart below (Figure 20).

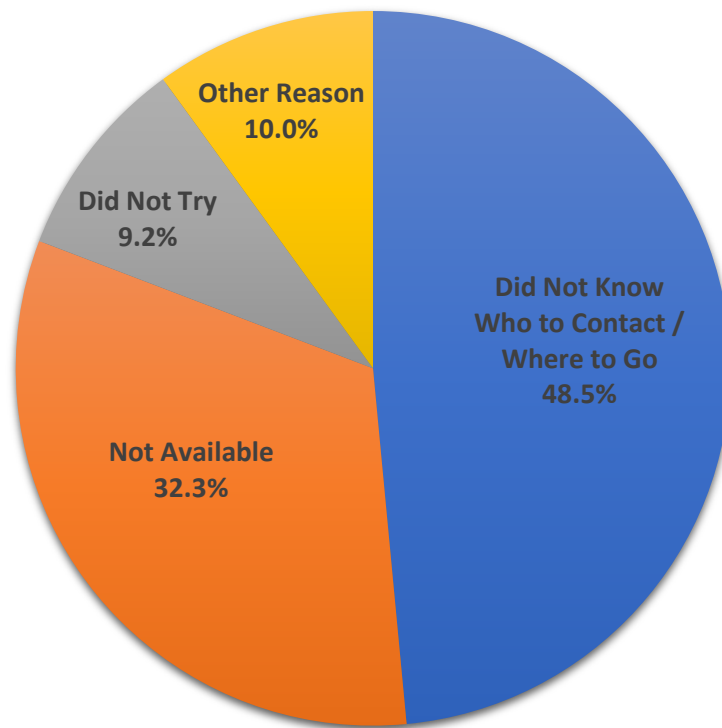


## BARRIERS TO ACCESSING SERVICES

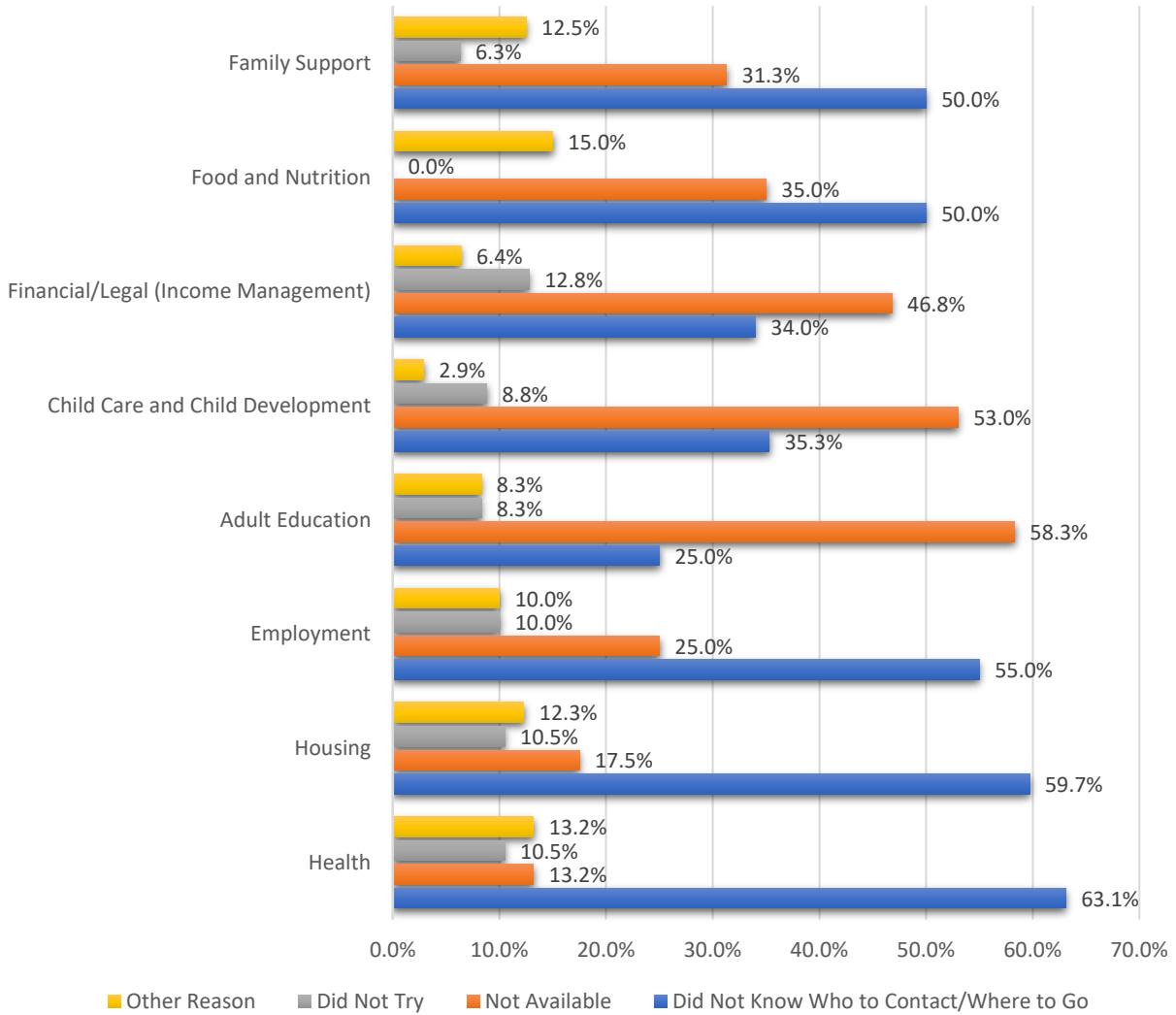
### OVERVIEW

Community members were asked to select whether they or members of their households were able to get help with their needs within eight areas: health, housing, employment, adult education, child care and child development, financial legal (income management), food and nutrition, and family support. 97.0-100.0% of community members answered this question. The response breakdown from community members and their households unable to get help with each need category is listed in the table below, with the top selected reason overall that community members were unable to get help with their need(s) chosen as not knowing who to contact or where to go (Figures 20 and 21).

**Figure 20: Community Members' Barriers to Accessing Services**



**Figure 21: Community Members' Barriers to Accessing Services Across Issue Areas**



## **BARRIERS TO ACCESSING SERVICES BY ISSUE AREA**

### **HEALTH**

Overall, the top reason community members selected for not receiving help with health needs was not knowing who to contact or where to go (63.1%). None of the community members who responded to the survey noted having needs in family planning, birth control, or drug or alcohol treatment. A breakdown of community members' reasons for not receiving help with health needs is illustrated in the table below (Table 13).

<b>Table 13: Community Members' Barriers to Access Across Health Needs</b>				
	<b>Did Not Know Who to Contact/Where to Go</b>	<b>Not Available</b>	<b>Did Not Try</b>	<b>Other Reason</b>
Finding Affordable Health or Dental Insurance	71.4%	14.3%	14.3%	0.0%
Finding Health or Dental Care	62.5%	12.5%	25.0%	0.0%
Getting Medical Care and/or Insurance for a Child	0.0%	50.0%	0.0%	50.0%
Paying for Medical Expenses (E.g., Medical/Dental Checkups, Prescriptions, Glasses, Hearing Aids, Wheelchairs)	57.2%	14.3%	7.1%	21.4%
Getting Family Planning or Birth Control	0.0%	0.0%	0.0%	0.0%
Drug or Alcohol Treatment	0.0%	0.0%	0.0%	0.0%
Mental Health Treatment Including Treatment for Stress, Depression, or Anxiety	83.3%	0.0%	0.0%	16.7%
Physical, Emotional, or Sexual Abuse	100.0%	0.0%	0.0%	0.0%
<b>Total Across All Health Needs</b>	<b>63.1%</b>	<b>13.2%</b>	<b>10.5%</b>	<b>13.2%</b>



## HOUSING

Overall, the top reason community members selected for not receiving help with housing needs was not knowing who to contact or where to go (59.7%). A breakdown of community members' reasons for not receiving help with housing needs is illustrated in the table below (Table 14).

<b>Table 14: Community Members' Barriers to Access Across Housing Needs</b>				
	<b>Did Not Know Who to Contact/Where to Go</b>	<b>Not Available</b>	<b>Did Not Try</b>	<b>Other Reason</b>
Finding Emergency Shelter	100.0%	0.0%	0.0%	0.0%
Finding Affordable Housing	50.0%	25.0%	0.0%	25.0%
Down Payment/Closing Costs to Buy a Home	33.3%	33.3%	0.0%	33.3%
Qualifying for a Loan to Buy a Home	50.0%	50.0%	0.0%	0.0%
Home Ownership Education	75.0%	25.0%	0.0%	0.0%
Renter/Tenant Rights and Responsibilities Education	50.0%	25.0%	25.0%	0.0%
Learning Basic Home Repair/Property Maintenance Skills	100.0%	0.0%	0.0%	0.0%
Finding Home Repair Services	66.7%	0.0%	22.2%	11.1%
Making Home More Energy Efficient	62.5%	0.0%	12.5%	25.0%
Paying Rent or Mortgage, Rent Deposits/Application Fees	28.6%	42.8%	14.3%	14.3%
Changes to Home for a Person with Disabilities	25.0%	25.0%	25.0%	25.0%
Yard Work, Snow Removal, Laundry, or House Work	80.0%	20.0%	0.0%	0.0%
<b>Total Across All Housing Needs</b>	<b>59.7%</b>	<b>17.5%</b>	<b>10.5%</b>	<b>12.3%</b>

## EMPLOYMENT

Overall, the top reason community members selected for not receiving help with employment needs was not knowing who to contact or where to go (55.0%). None of the community members who responded to the survey noted needing help with getting appropriate clothing or equipment (e.g., tools for a job). A breakdown of community members' reasons for not receiving help with employment needs is illustrated in the table below (Table 15).

<b>Table 15: Community Members' Barriers to Access Across Employment Needs</b>				
	<b>Did Not Know Who to Contact/Where to Go</b>	<b>Not Available</b>	<b>Did Not Try</b>	<b>Other Reason</b>
Finding a Full-Time Job	66.7%	16.7%	0.0%	16.7%
Applying for Jobs	66.7%	33.3%	0.0%	0.0%
Writing a Resume	50.0%	0.0%	50.0%	0.0%
Learning How to Interview for a Job	100.0%	0.0%	0.0%	0.0%
Training/Education for a Job	100.0%	0.0%	0.0%	0.0%
Getting Appropriate Clothing or Equipment (e.g., Tools) for a Job	0.0%	0.0%	0.0%	0.0%
Finding Child Care	0.0%	75.0%	0.0%	25.0%
<b>Total Across All Employment Needs</b>	<b>55.0%</b>	<b>25.0%</b>	<b>10.0%</b>	<b>10.0%</b>

## ADULT EDUCATION

Overall, the top reason community members selected for not receiving help with adult education needs was help not being available (58.3%). A breakdown of community members' reasons for not receiving help with adult education needs is illustrated in the table below (Table 16).

<b>Table 16: Community Members' Barriers to Access Across Adult Education Needs</b>				
	<b>Did Not Know Who to Contact/Where to Go</b>	<b>Not Available</b>	<b>Did Not Try</b>	<b>Other Reason</b>
Getting a High School Diploma or GED/HSED	0.0%	100.0%	0.0%	0.0%
Getting a 2-Year or 4-Year College Degree	50%	50%	0%	0%
Information about Technical School Programs or Apprenticeships	50%	50%	0%	0%
Learning How to Use a Computer	50%	50%	0%	0%
Improving Communication or Language Skills	0%	50%	0%	1%
Learning English as a Second Language	0%	100%	0%	0%
Completing College Aid Forms (e.g., FAFSA)	0%	50%	50%	0%
<b>Total Across All Adult Education Needs</b>	<b>25.0%</b>	<b>58.3%</b>	<b>8.3%</b>	<b>8.3%</b>

## CHILDCARE AND CHILD DEVELOPMENT

Overall, the top reason community members selected for not receiving help with child care and child development needs was help not being available (53.0%). A breakdown of community members' reasons for not receiving help with childcare and child development needs is illustrated in the table below (Table 17).

<b>Table 17: Community Members' Barriers to Access Across Childcare and Child Development Needs</b>				
	<b>Did Not Know Who to Contact/Where to Go</b>	<b>Not Available</b>	<b>Did Not Try</b>	<b>Other Reason</b>
Finding Emergency Shelter	100.0%	0.0%	0.0%	0.0%
Finding Affordable, Quality, Licensed Childcare in a Convenient Location	50.0%	50.0%	0.0%	0.0%
Paying for Childcare	40.0%	40.0%	0.0%	20.0%
Finding Childcare for Children Ages 0-3	33.3%	66.7%	0.0%	0.0%
Finding Quality Preschool for Children Ages 3-5	0.0%	100.0%	0.0%	0.0%
Finding Evening, Nighttime, Weekend or Before/After School Childcare	28.6%	42.8%	28.6%	0.0%
Paying for School Supplies, Fees, or Activities	50.0%	25.0%	25.0%	0.0%
Caring for Children Ages 0-3 at Home	25.0%	75.0%	0.0%	0.0%
Screening for Early Intervention Services (Speech, Developmental, Mental Physical)	50.0%	50.0%	0.0%	0.0%
<b>Total Across All Childcare and Child Development Needs</b>	<b>35.3%</b>	<b>53.0%</b>	<b>8.8%</b>	<b>2.9%</b>

## FINANCIAL/LEGAL (INCOME MANAGEMENT)

The top reason community members selected for not receiving help with financial/legal (income management) needs was help not being available (46.8%). A breakdown of community members' reasons for not receiving help with financial/legal (income management) needs is illustrated in the table below (Table 18).

<b>Table 18: Community Members' Barriers to Access Across Financial/Legal (Income Management) Needs</b>				
	<b>Did Not Know Who to Contact/Where to Go</b>	<b>Not Available</b>	<b>Did Not Try</b>	<b>Other Reason</b>
Budgeting and Managing Money	66.7%	16.7%	16.7%	0.0%
Opening a Checking or Savings Account	50.0%	50.0%	0.0%	0.0%
Filling out Tax Forms	66.7%	16.7%	0.0%	16.7%
Problems with a Credit Card or Loan Company	25.0%	50.0%	25.0%	0.0%
Problems with Paying Bills, (e.g., Utilities or Credit Cards)	20.0%	60.0%	20.0%	0.0%
Paying Unexpected or Emergency Expenses	40.0%	30.0%	20.0%	10.0%
Problems with Payday or Title Loans	0.0%	100.0%	0.0%	0.0%
Foreclosure/Bankruptcy/Repossession Problems	0.0%	100.0%	0.0%	0.0%
Problems with Child Custody or Support	0.0%	66.7%	33.3%	0.0%
Getting Protection in Domestic Violence Situations	0.0%	100.0%	0.0%	0.0%
Deportation or Immigration Legal Issues	0.0%	100.0%	0.0%	0.0%
Expunging a Criminal Record	0.0%	100.0%	0.0%	0.0%
Getting Legal Help when Denied Public Benefits	0.0%	100.0%	0.0%	0.0%
Getting Basic Furniture, Appliances, or House Wares	50.0%	50.0%	0.0%	0.0%
Getting Clothing, Shoes, or Personal Care Items Like Soap, Diapers, and Toilet Paper	0.0%	50.0%	0.0%	50.0%
<b>Total Across All Financial/Legal (Income Management) Needs</b>	<b>34.0%</b>	<b>46.8%</b>	<b>12.8%</b>	<b>6.4%</b>

## FOOD AND NUTRITION

The top reason community members selected for not receiving help with food and nutrition needs was not knowing who to contact or where to go (50.0%). A breakdown of community members' reasons for not receiving help with food and nutrition needs is illustrated in the table below (Table 19).

<b>Table 19: Community Members' Barriers to Access Across Food and Nutrition Needs</b>				
	<b>Did Not Know Who to Contact/Where to Go</b>	<b>Not Available</b>	<b>Did Not Try</b>	<b>Other Reason</b>
Getting Food or Food Assistance	50.0%	33.3%	0.0%	16.7%
Learning How to Shop and Cook for Healthy Eating or Dietary Restrictions (e.g., Gluten Free)	85.7%	14.3%	0.0%	0.0%
Getting Access to Senior Congregate Meal Sites (Meals Served in a Group Setting)	0.0%	100.0%	0.0%	0.0%
Getting Meals Delivered to Your Home for a Senior or Disabled Individual	50.0%	50.0%	0.0%	0.0%
Getting Nutritious Foods During Pregnancy	0.0%	50.0%	0.0%	50.0%
Obtaining Breastfeeding Education and Assistance	0.0%	50.0%	0.0%	50.0%
<b>Total Across All Food and Nutrition Needs</b>	<b>50.0%</b>	<b>35.0%</b>	<b>0.0%</b>	<b>15.0%</b>

## FAMILY SUPPORT

Overall, the top reason community members selected for not receiving help with family support needs was not knowing who to contact or where to go (50.0%). A breakdown of community members' reasons for not receiving help with health needs is illustrated in the table below (Table 20).

<b>Table 20: Community Members' Barriers to Access Across Housing Needs</b>				
	<b>Did Not Know Who to Contact/Where to Go</b>	<b>Not Available</b>	<b>Did Not Try</b>	<b>Other Reason</b>
Having Access to Transportation	60.0%	40.0%	0.0%	0.0%
Buying a Dependable Car	60.0%	40.0%	0.0%	0.0%
Paying for Car Repairs	60.0%	20.0%	20.0%	0.0%
Paying for Car Insurance, Registration, or License Fees	75.0%	25.0%	0.0%	0.0%
Disciplining a Child More Effectively	33.3%	33.3%	0.0%	33.3%
Talking to a Child About Inappropriate Behavior/Addressing a Child's Inappropriate Behavior (e.g., Bullying, Drugs, Sex)	33.3%	33.3%	0.0%	33.3%
How to Help a Child Coping with Emotional Issues	25.0%	25.0%	25.0%	25.0%
Learning How to Set Goals and Plan for Your Family	33.3%	33.3%	0.0%	33.3%
<b>Total Across All Family Support Needs</b>	<b>50.0%</b>	<b>31.3%</b>	<b>6.3%</b>	<b>12.5%</b>

## CURRENT NEEDS BY ISSUE AREA

### **OVERVIEW**

Community members were presented with eight specific issue areas:

- Health
- Housing
- Employment
- Adult Education
- Child Care and Child Development
- Financial/Legal (Income Management)
- Food and Nutrition
- Family Support

For each of these issue areas, community members were presented with a list of possible needs and asked to select whether they or someone in their household could use assistance with it. For each issue area, community members were also able to select “other” and write or enter an answer. If a community respondent selected that they could use help with a need, they were then asked a follow-up question about their ability to get services for that need in DuPage County. Those who were not able to get services were asked to indicate the reason they were unable to receive services. Community members were also able to select “other” and write in or enter an answer.

The following is a summary of top needs by issue area (Table 21). Full results can be found in the sections that follow.

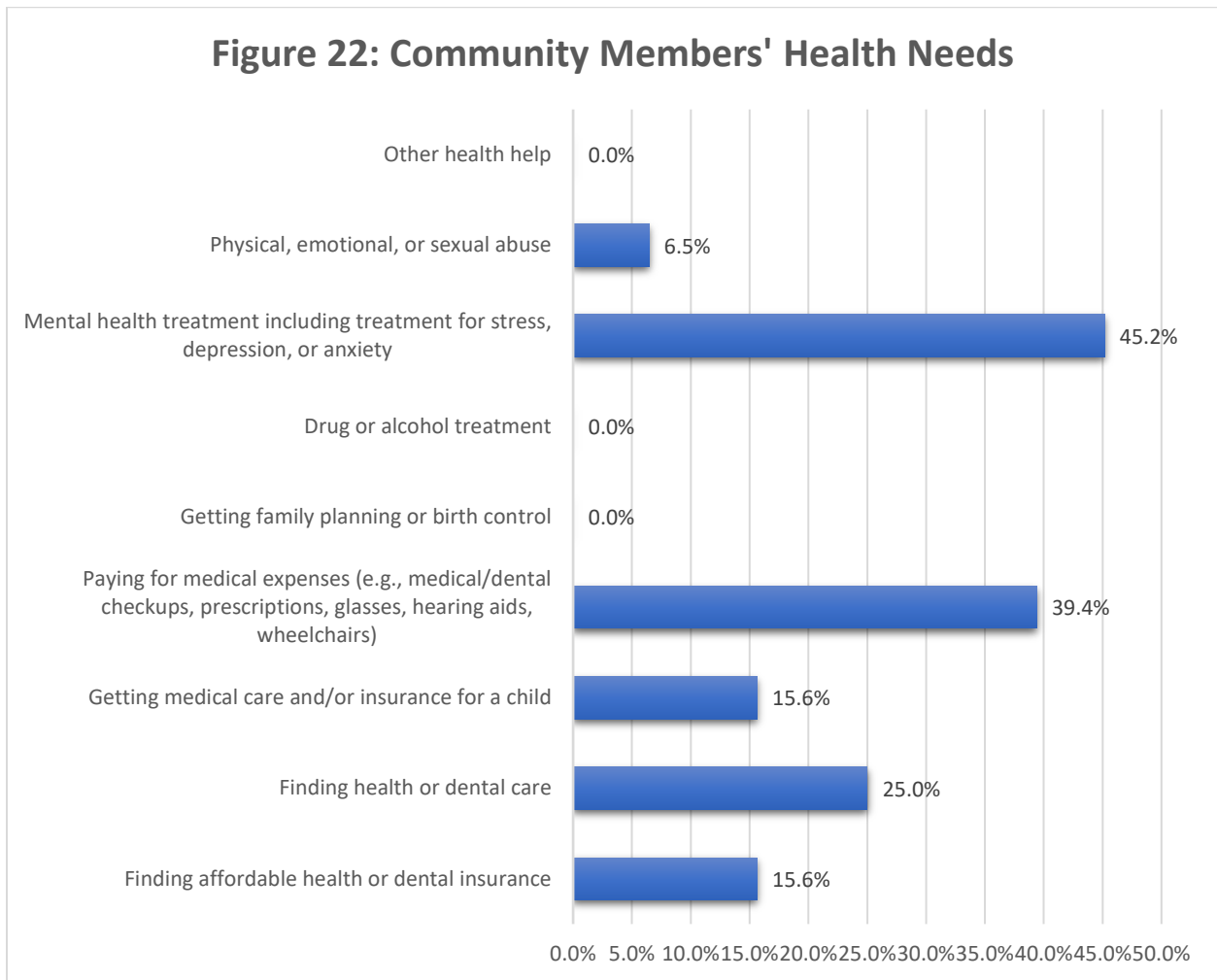


**Table 21: Top Community Member Needs by Issue Area**

<b>Health</b>	
Mental health treatment for stress, depression, or anxiety	45.2%
Paying for medical expenses	39.4%
Finding health or dental care	25.0%
<b>Housing</b>	
Finding home repair services	50.0%
Making home more energy efficient	28.1%
<b>Employment</b>	
Finding child care	25.0%
Writing a resume	18.2%
<b>Adult Education</b>	
Completing college aid forms	15.6%
Getting a 2-year or 4-year college degree	14.7%
Improving communication or language skills	6.1%
<b>Child Care and Child Development</b>	
Finding evening, nighttime, weekend, or before/after school child care	40.0%
Finding affordable, quality, licensed child care in a convenient location	35.0%
Paying for child care	30.0%
<b>Financial/Legal (Income Management)</b>	
Paying unexpected or emergency expenses	36.4%
Budgeting and managing money	30.3%
Filling out tax forms	27.3%
<b>Food and Nutrition</b>	
Getting food or food assistance	24.2%
Learning to shop and cook for health eating or dietary restrictions	21.2%
<b>Family Support</b>	
How to help a child coping with emotional issues	21.2%
Having access to transportation	15.2%
Buying a dependable car	15.2%

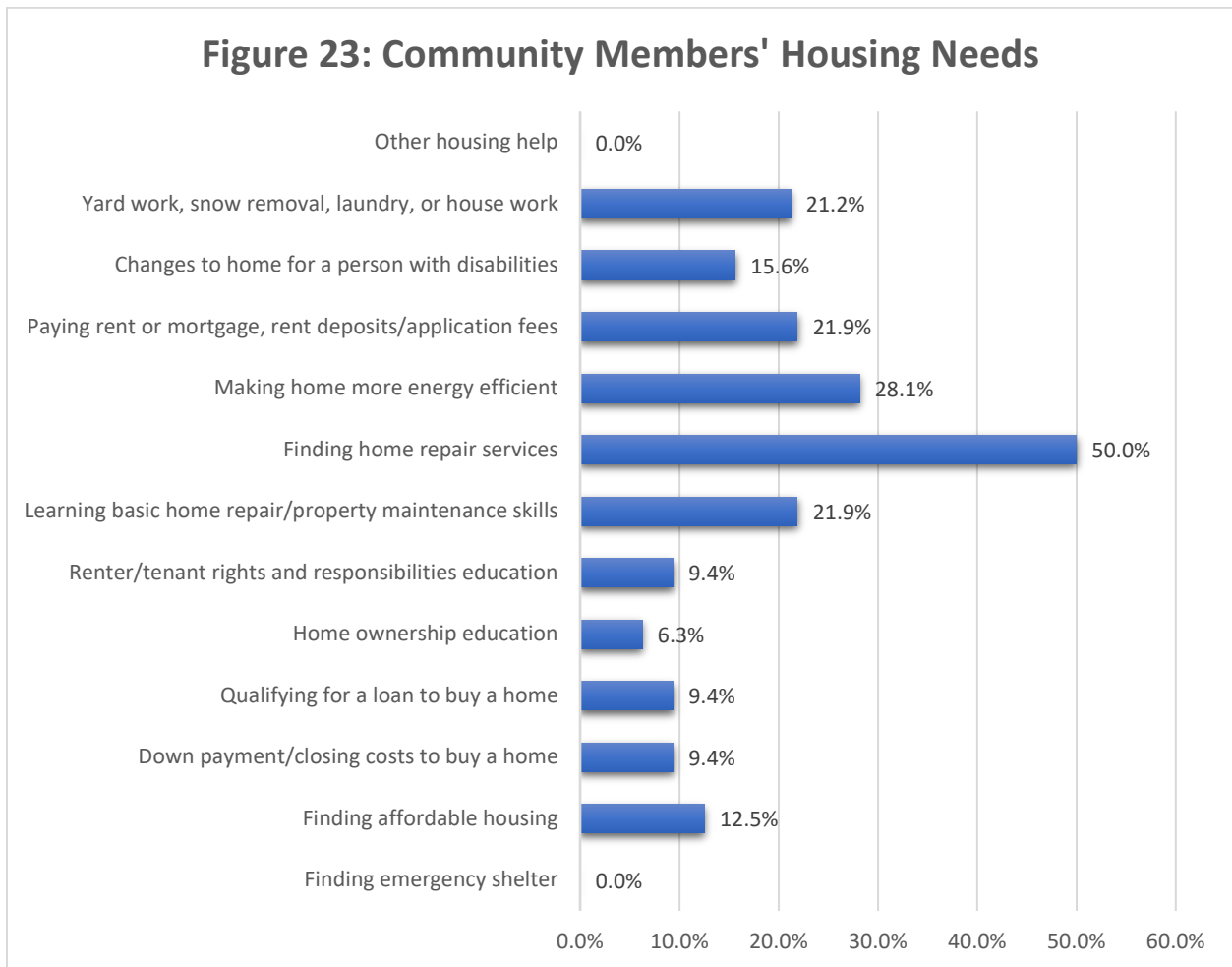
## **HEALTH**

Community members were provided a list of eight needs and asked whether they or someone in their household could use help with each of them. An additional option of “other” was provided for community members to write or enter another need not listed. 93.9-97.0% of community members answered each health issue question. 30.3% of community members who responded selected at least one health need for themselves or someone in their household. The three most selected health needs were mental health treatment (45.2%), paying for medical expenses (39.4%), and finding health or dental care (25.0%). A breakdown of community members’ health needs is illustrated in the chart below (Figure 22).



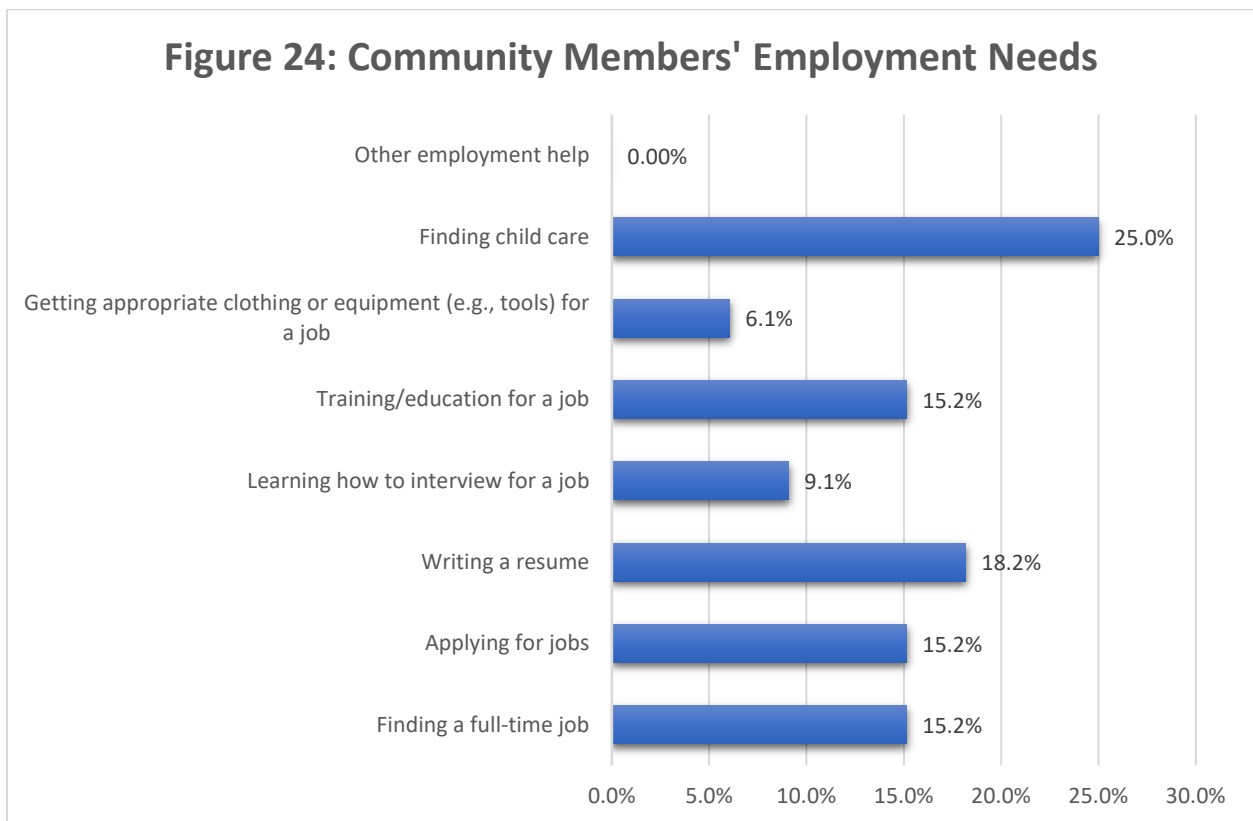
## **HOUSING**

Community members were provided a list of twelve needs and asked whether they or someone in their household could use help with each of them. An additional option of “other” was provided for community members to write or enter another need not listed. 97.0-100.0% of community members answered each housing issue question. 84.8% of community members who responded selected at least one housing need for themselves or someone in their household. The two most selected housing needs were finding home repair services (50.0%) and making home more energy efficient (28.1%). A breakdown of community members’ housing needs is illustrated in the chart below (Figure 23).



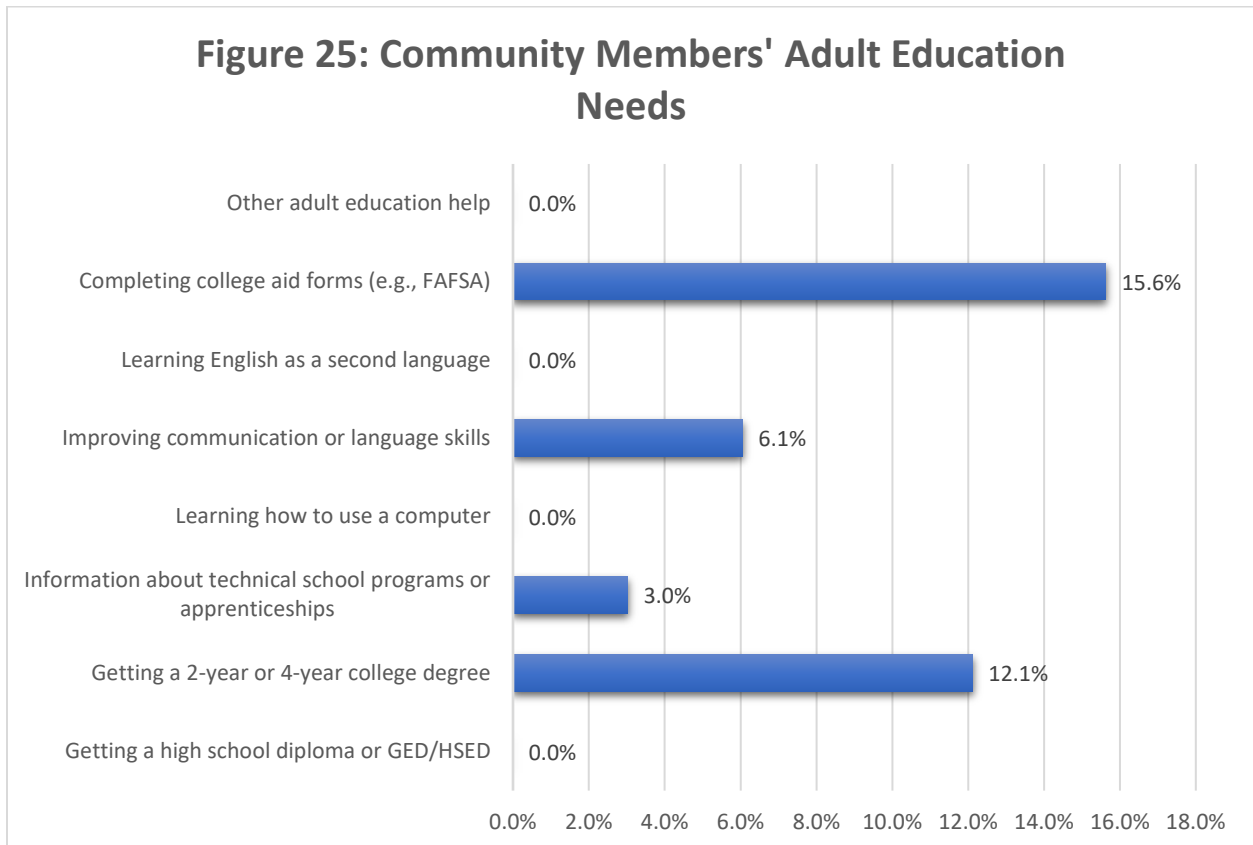
## **EMPLOYMENT**

Community members were provided a list of seven employment needs and asked whether they or someone in their household could use help with each of them. An additional option of “other” was provided for community members to write or enter another need not listed. 97.0-100.0% of community members answered each employment issue question. 39.4% of community members who responded selected at least one employment need for themselves or someone in their household. The two most selected employment needs were finding child care (25.0%) and writing a resume (18.2%). A breakdown of community members’ health needs is illustrated in the chart below (Figure 24).



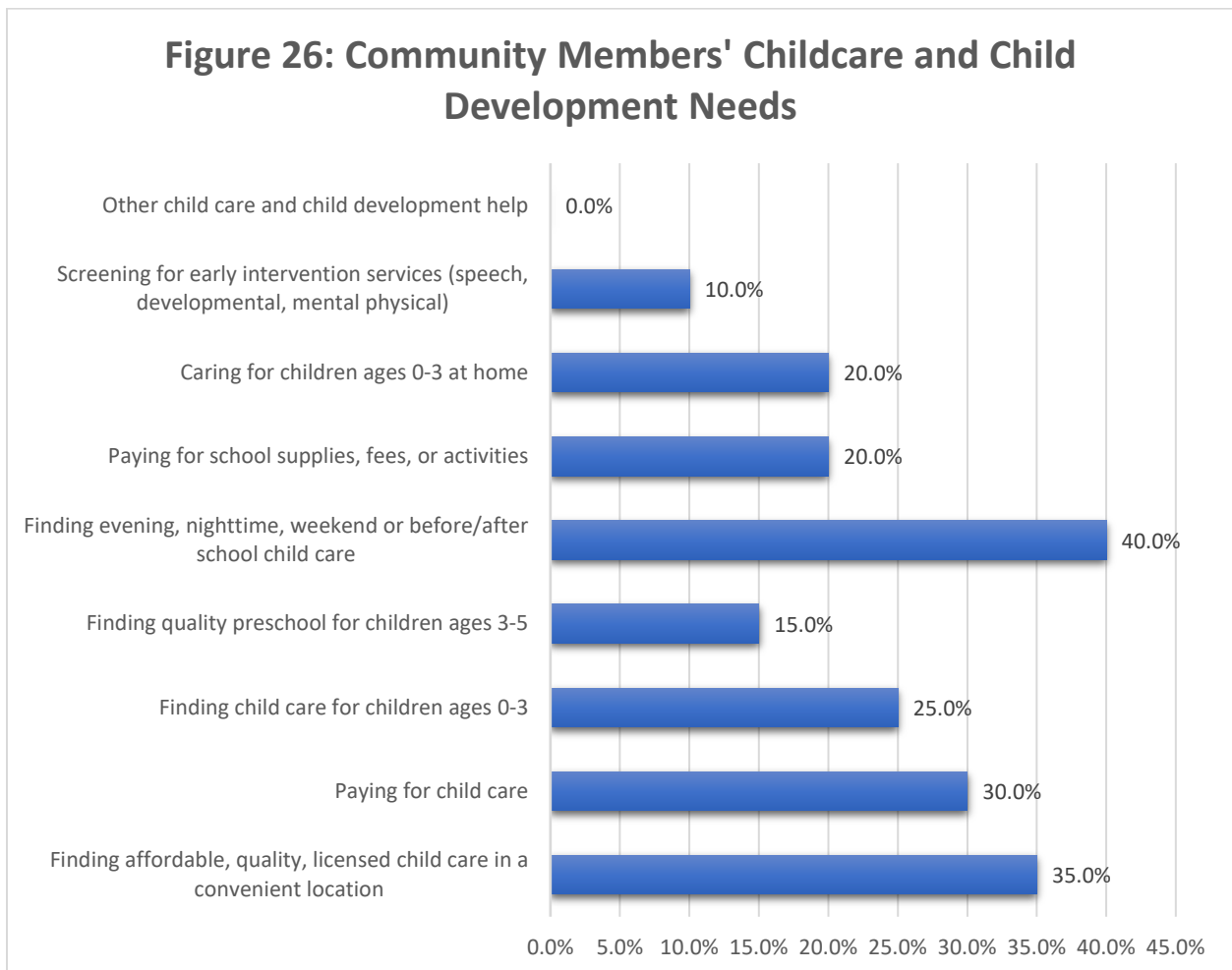
## **ADULT EDUCATION**

Community members were provided a list of seven adult education needs and asked whether they or someone in their household could use help with each of them. An additional option of “other” was provided for community members to write or enter another need not listed. 97.0-100.0% of community members answered each adult education issue question. 24.2% of community members who responded selected at least one adult education need for themselves or someone in their household. The three most selected adult education needs were completing college aid forms (15.6%), getting a 2-year or 4-year college degree (12.1%), and improving communication or language skills (6.1%). A breakdown of community members’ adult education needs is illustrated in the chart below (Figure 25).



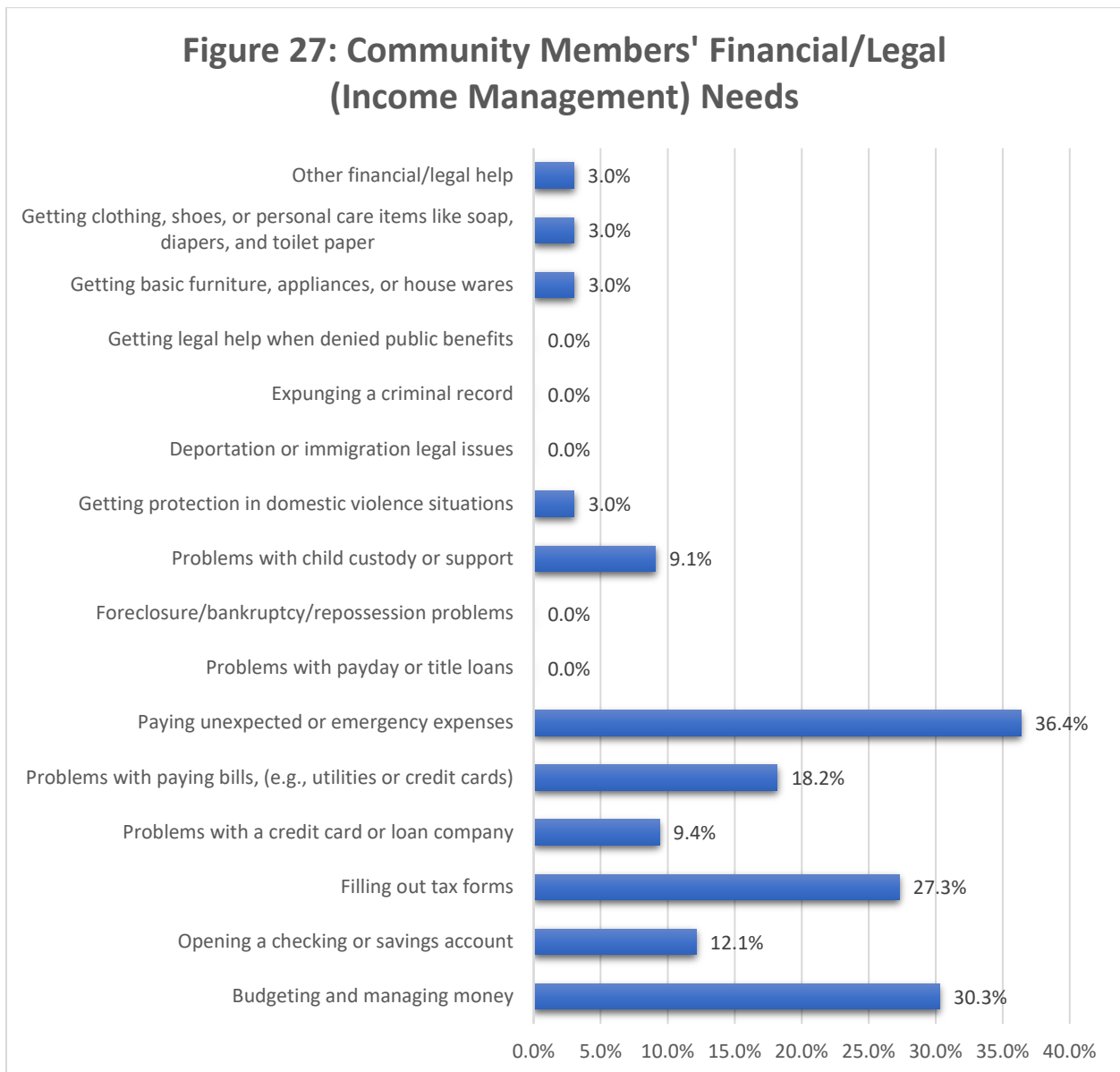
## **CHILDCARE AND CHILD DEVELOPMENT**

Community members were provided a list of eight childcare and child development needs and asked whether they or someone in their household could use help with each of them. An additional option of “other” was provided for community members to write or enter another need not listed. 60.6% of community members answered each childcare and child development issue question. 36.4% of community members who responded selected at least one childcare and child development need for themselves or someone in their household. The three most selected childcare and child development needs were finding evening, nighttime, weekend, or before/after school childcare (40.0%); finding affordable, quality, licensed childcare in a convenient location (35.0%); and paying for childcare (30.0%). A breakdown of community members’ childcare and child development needs is illustrated in the chart below (Figure 26).



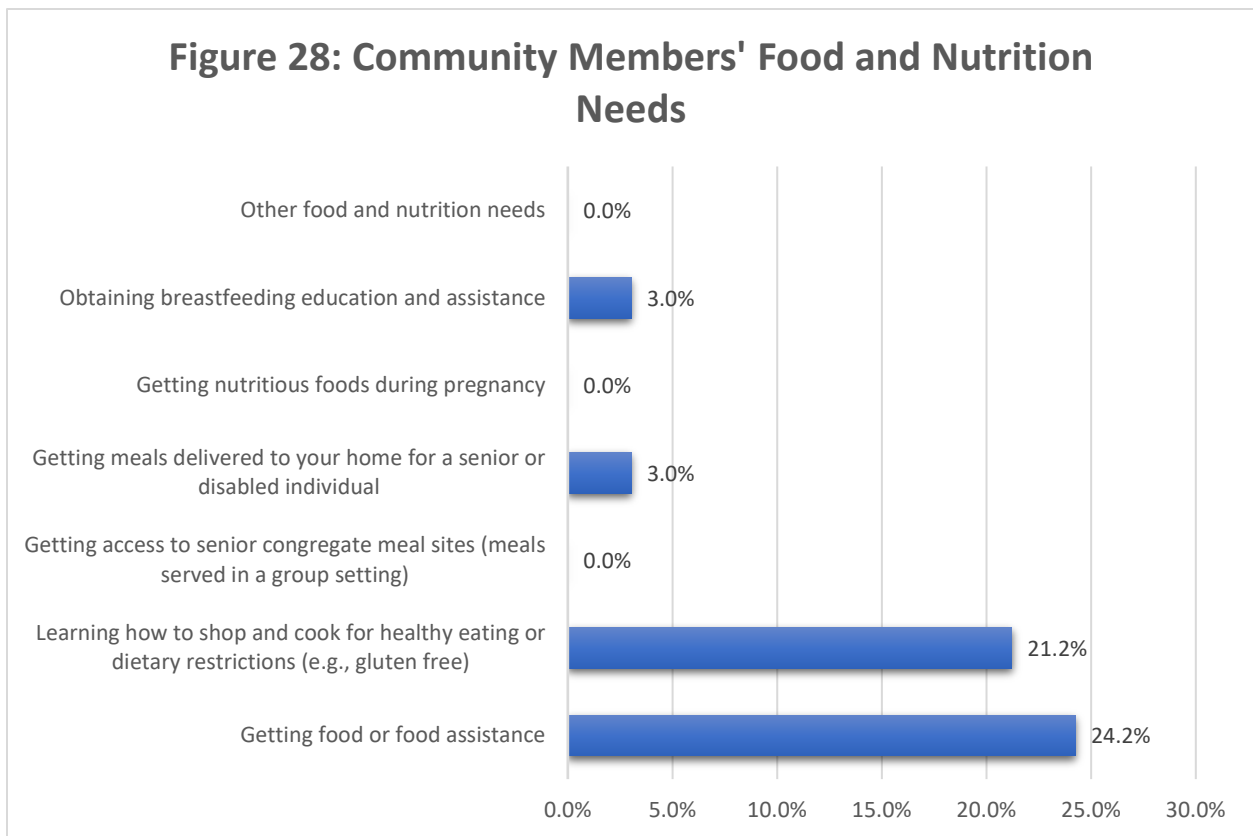
## **FINANCIAL/LEGAL (INCOME MANAGEMENT)**

Community members were provided a list of fifteen financial/legal (income management) needs and asked whether they or someone in their household could use help with each of them. An additional option of “other” was provided for community members to write or enter another need not listed. 97.0-100.0% of community members answered each financial/legal (income management) issue question. 60.6% of community members who responded selected at least one financial/legal (income management) need for themselves or someone in their household. The three most selected financial/legal (income management) needs were paying unexpected or emergency expenses (36.4%), budgeting and managing money (30.3%), and filling out tax forms (27.3%). A breakdown of community members’ financial/legal (income management) needs is illustrated in the chart below (Figure 27).



## **FOOD AND NUTRITION**

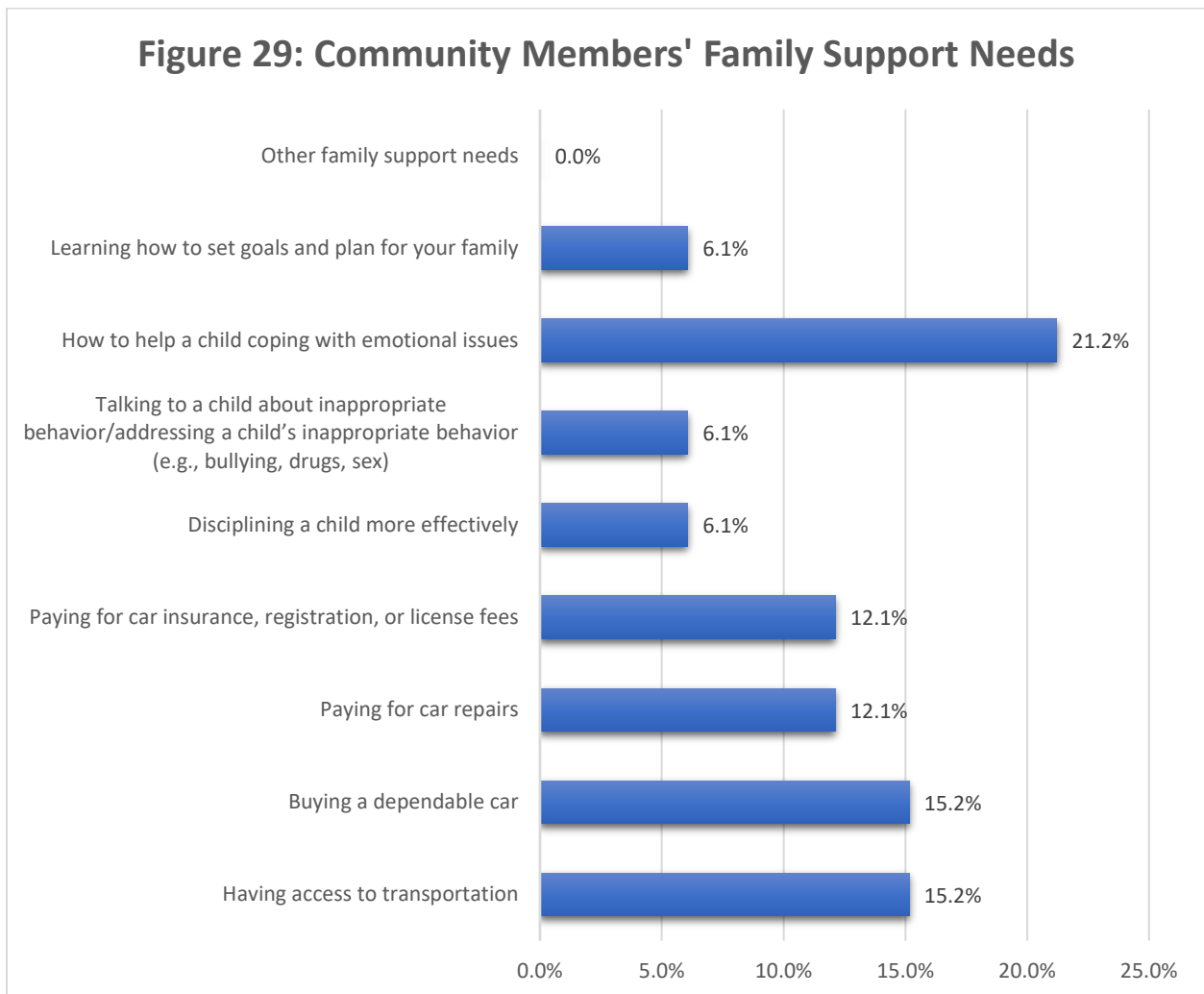
Community members were provided a list of six food and nutrition needs and asked whether they or someone in their household could use help with each of them. An additional option of “other” was provided for community members to write or enter another need not listed. 100% of community members answered each food and nutrition issue question. 36.4% of community members who responded selected at least one food and nutrition need for themselves or someone in their household. The two most selected food and nutrition needs were getting food or food assistance (24.2%) and learning how to shop and cook for health eating or dietary restrictions (21.2%). A breakdown of community members’ food and nutrition needs is illustrated in the chart below (Figure 22).





## **FAMILY SUPPORT**

Community members were provided a list of eight family support needs and asked whether they or someone in their household could use help with each of them. An additional option of “other” was provided for community members to write or enter another need not listed. 100% of community members answered each family support issue question. 45.5% of community members who responded selected at least one family support need for themselves or someone in their household. The three most selected family support needs were how to help a child coping with emotional issues (21.2%), having access to transportation (15.2%), and buying a dependable car (15.2%). A breakdown of community members’ family support needs is illustrated in the chart below (Figure 29).



## **TECHNOLOGY AND INTERNET ACCESS**

Community members were asked two questions about their internet access: whether they had access to high-speed internet, and whether they receive reduced price internet service (Table 22).

<b>Table 22: Community Members' Technology and Internet Access</b>	
<b>Service User's Access to High-Speed Internet</b>	
Yes	97.0%
No	16.1%
Don't know	3.0%
<b>Service Users Receiving Reduced Price Internet Service</b>	
Yes	9.4%
No	87.5%
Don't know	3.1%

## **COMMUNITY AND CIVIC ACTIVITIES**

Community members were 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 an organization, association, or group; and working with others to solve community problems (Table 23)

<b>Table 23: Community Members' Participation in Community and Civic Activities</b>	
<b>Register to Vote in a Local, State, or National Election</b>	
Yes	60.6%
No	39.4%
Don't Know	0.0%
<b>Volunteer or Participate in an Organization, Association, or Group</b>	
Yes	60.6%
No	39.4%
Don't Know	0.0%
<b>Work with Other to Solve a Community Problem</b>	
Yes	43.8%
No	56.3%
Don't Know	0.0%

# STAKEHOLDER SURVEY

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## METHODOLOGY

The State of Illinois designed a questionnaire to be administered to stakeholders across CSBG-funded agencies. The survey included 22 questions on organizational information, residents' challenges and needs, and feedback and suggestions for DuPage County Community Services. Specific needs areas surveyed included:

- Health
- Housing
- Employment
- Adult Education
- Child Care and Child Development
- Financial/Legal (Income Management)
- Food and Nutrition
- Family Support

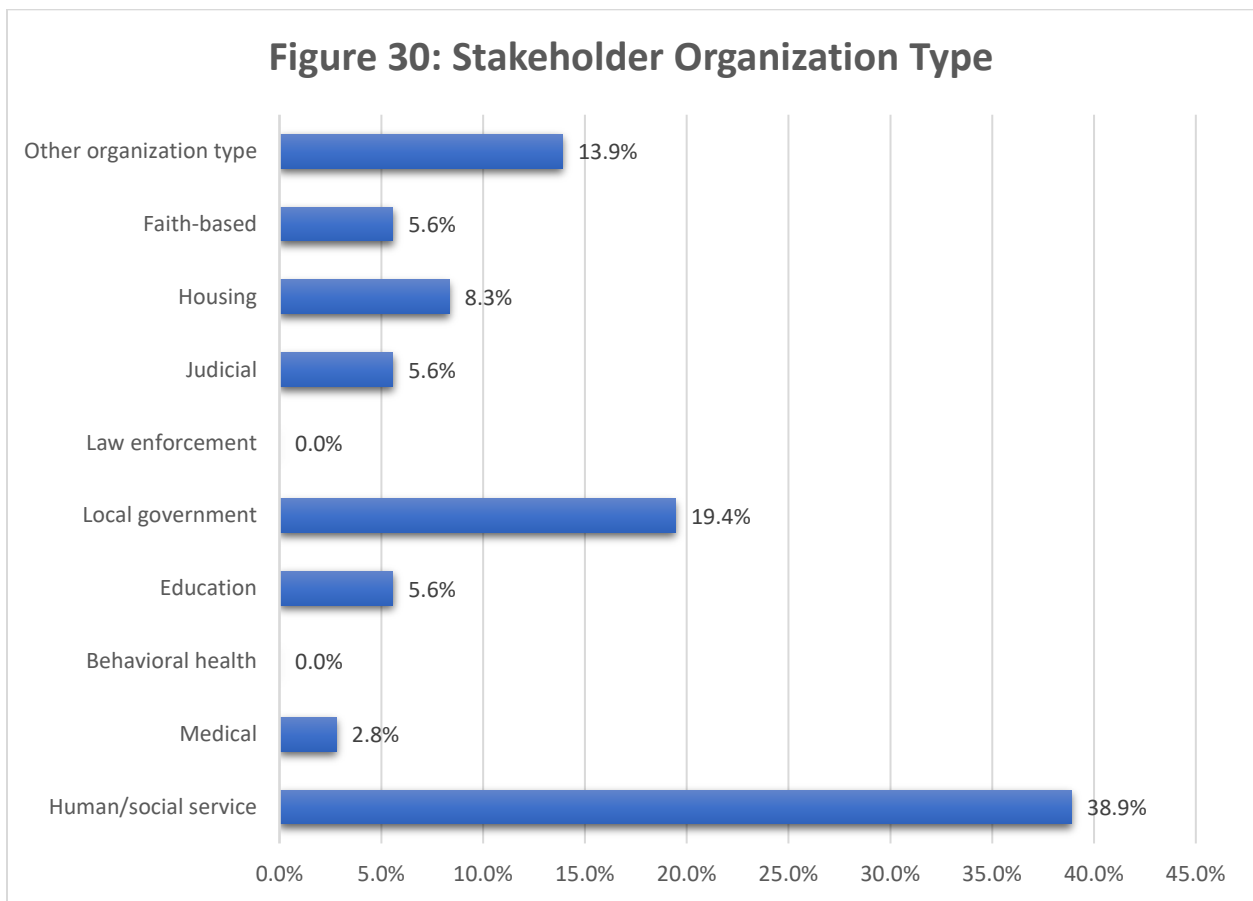
The online questionnaire was administered in in June 2024, to stakeholders of DuPage County Community Services CSBG programs.

## DESCRIPTION OF STAKEHOLDER ORGANIZATIONS

### TYPES OF SERVICES PROVIDED

Stakeholders were asked to select from a list of nine service types, the one that best described their organization. An additional option of “other” was provided for stakeholder respondents to enter an organization type not listed.

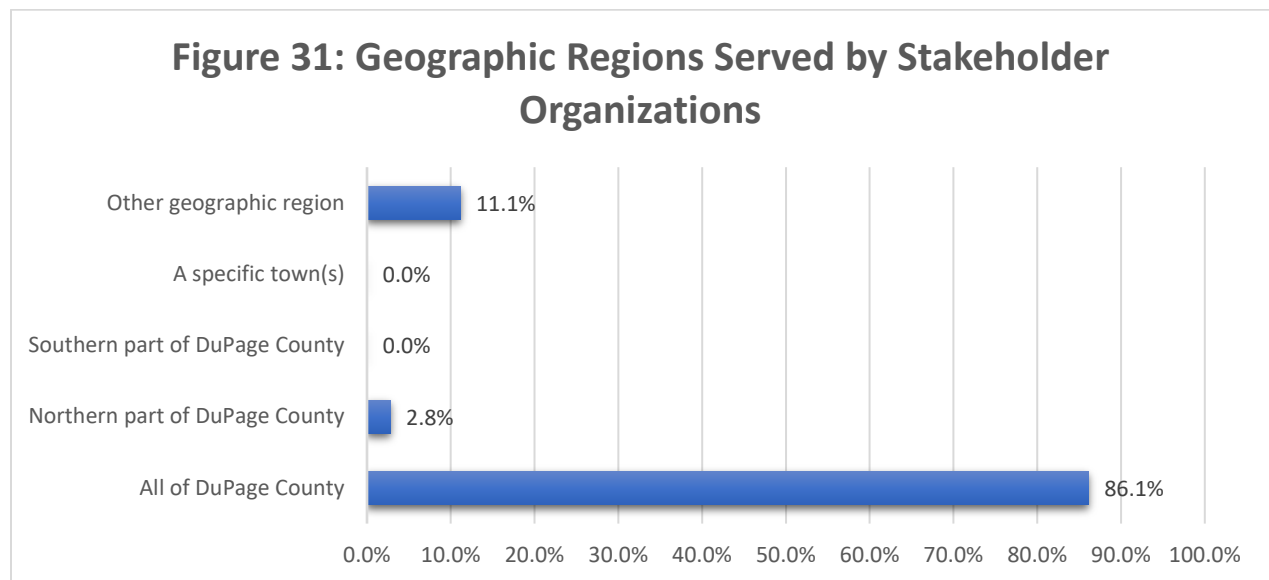
13.9% of stakeholder respondents were part of an organization type other than those listed in the questionnaire, including refugee/immigrant services, community organizing and planning, utility assistance, and food insecurity (Figure 30).



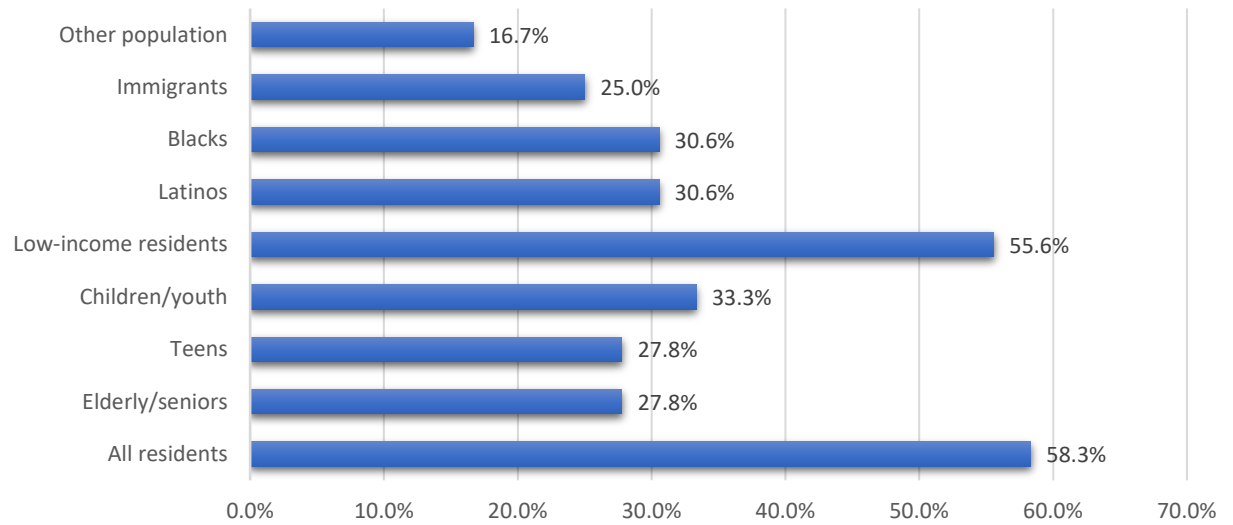
## **GEOGRAPHIC REGION AND PRIMARY POPULATION OF GROUPS SERVED**

Stakeholders were asked to select the geographic region served by their organization. 86.1% of stakeholders selected that their organizations serve all of DuPage County. None of the organizations (0.0%) serve a specific town or towns, or the southern part of DuPage County. 11.1% of stakeholders entered other locations not listed, including the general public from all locations, areas beyond DuPage County, and specific areas within DuPage County (Figure 31).

Stakeholders 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 stakeholders stated that the primary populations served by their organization were low-income residents (55.6%), while 58.3% served all residents. 16.7% of stakeholders indicated their organizations served at least one population other than those listed in the questionnaire (Figure 32). Among these populations were parents, job seekers, people with disabilities, and uninsured and underinsured individuals.



**Figure 32: Primary Populations Served by Stakeholder Organizations**



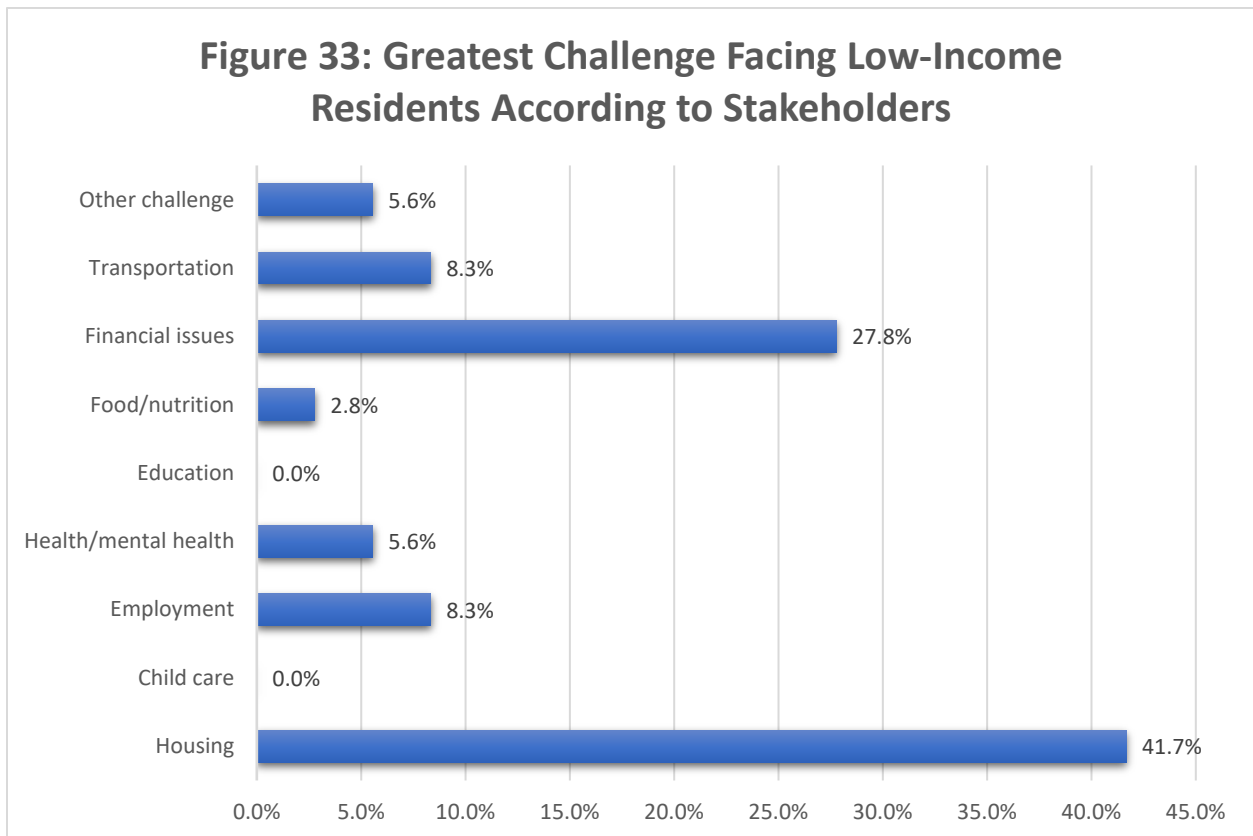
## RESIDENTS' CHALLENGES AND NEEDS

### **GREATEST CHALLENGES**

Stakeholders were asked to select from a list of eight options, the greatest challenges low-income residents in DuPage County face. An additional option of “other” was provided for stakeholder respondents to enter a challenge category not listed in the questionnaire.

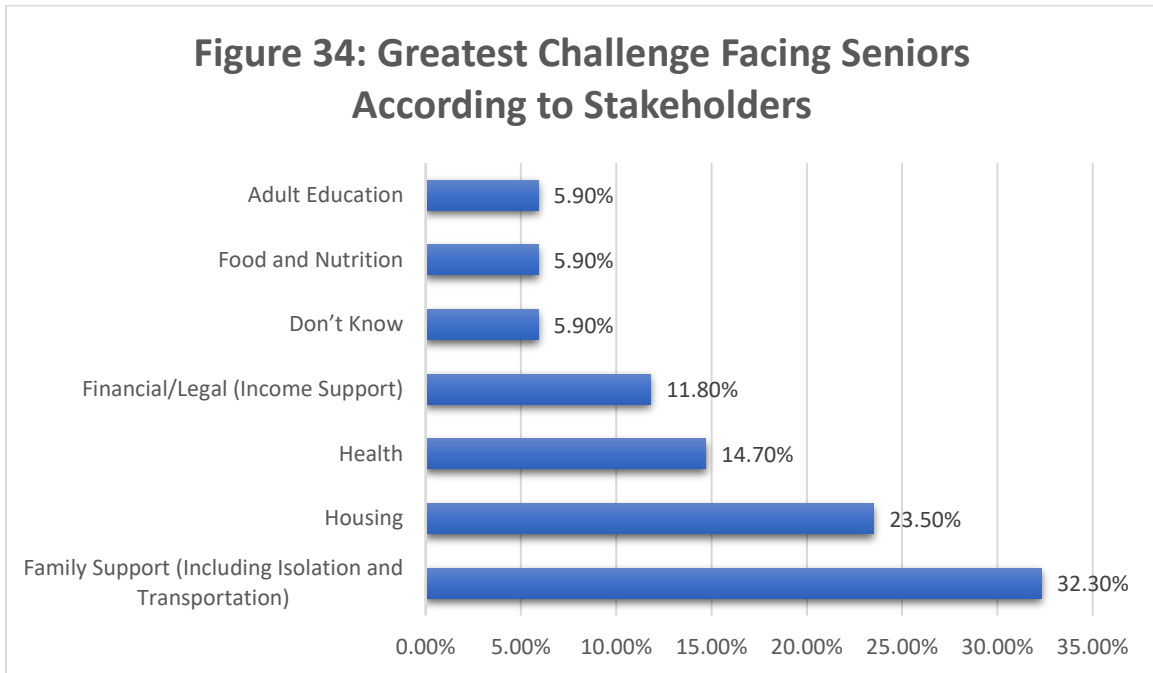
The two most selected challenges for low-income DuPage County residents were housing (41.7%) and financial issues (27.8%).

5.6% of stakeholders listed other challenges, including the overall rising cost of living, or that the greatest challenge was unknown. A breakdown of the greatest challenge facing low-income residents according to stakeholders is illustrated in the chart below (Figure 33).



Stakeholders were 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.

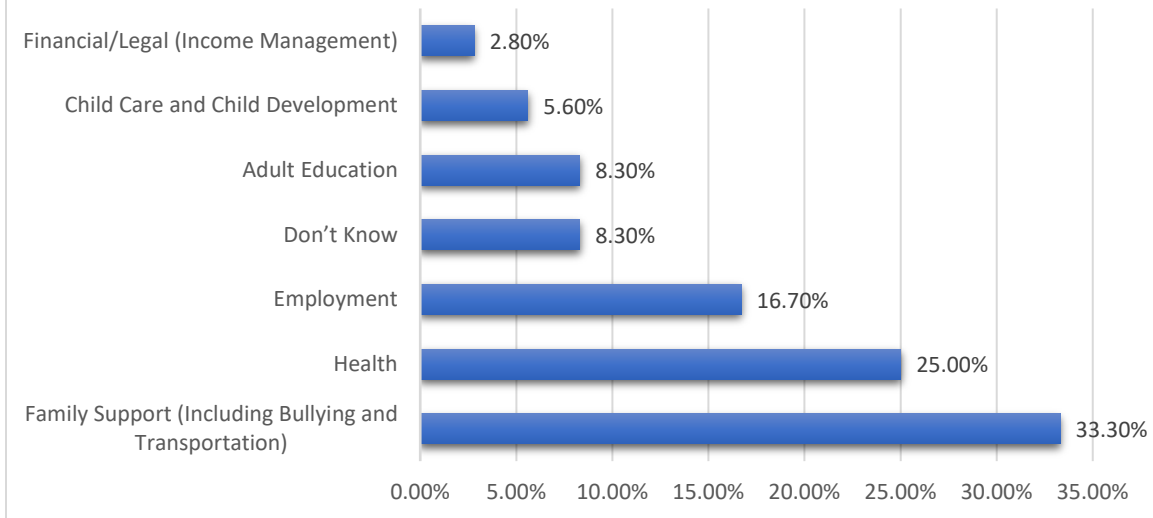
The most commonly noted challenge faced by seniors in DuPage County was family support (including isolation and transportation), with 32.3% of stakeholder respondents entering needs in this issue area (Figure 34).



The most commonly noted challenge faced by teens in DuPage County was family support (including bullying and transportation), with 32.3% of stakeholders entering needs in this issue area (Figure 35).



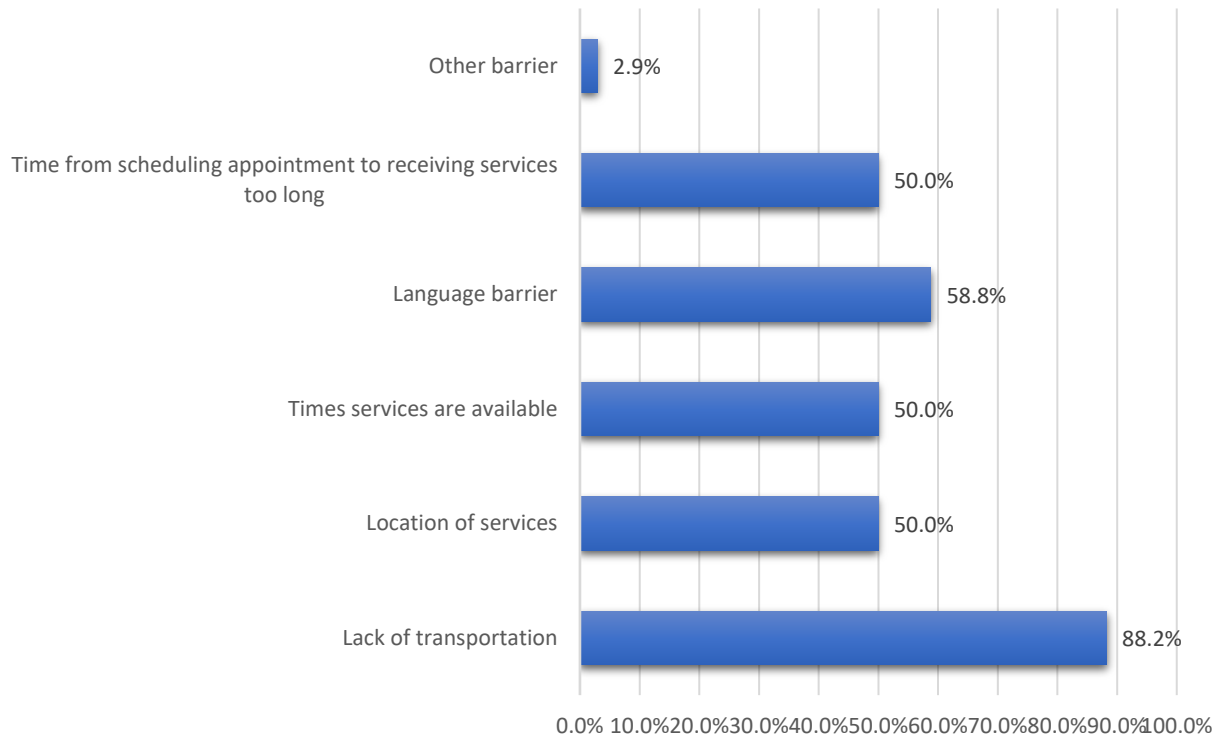
**Figure 35: Greatest Challenge Facing Teens  
According to Stakeholders**



## **BARRIERS TO ACCESSING SERVICES**

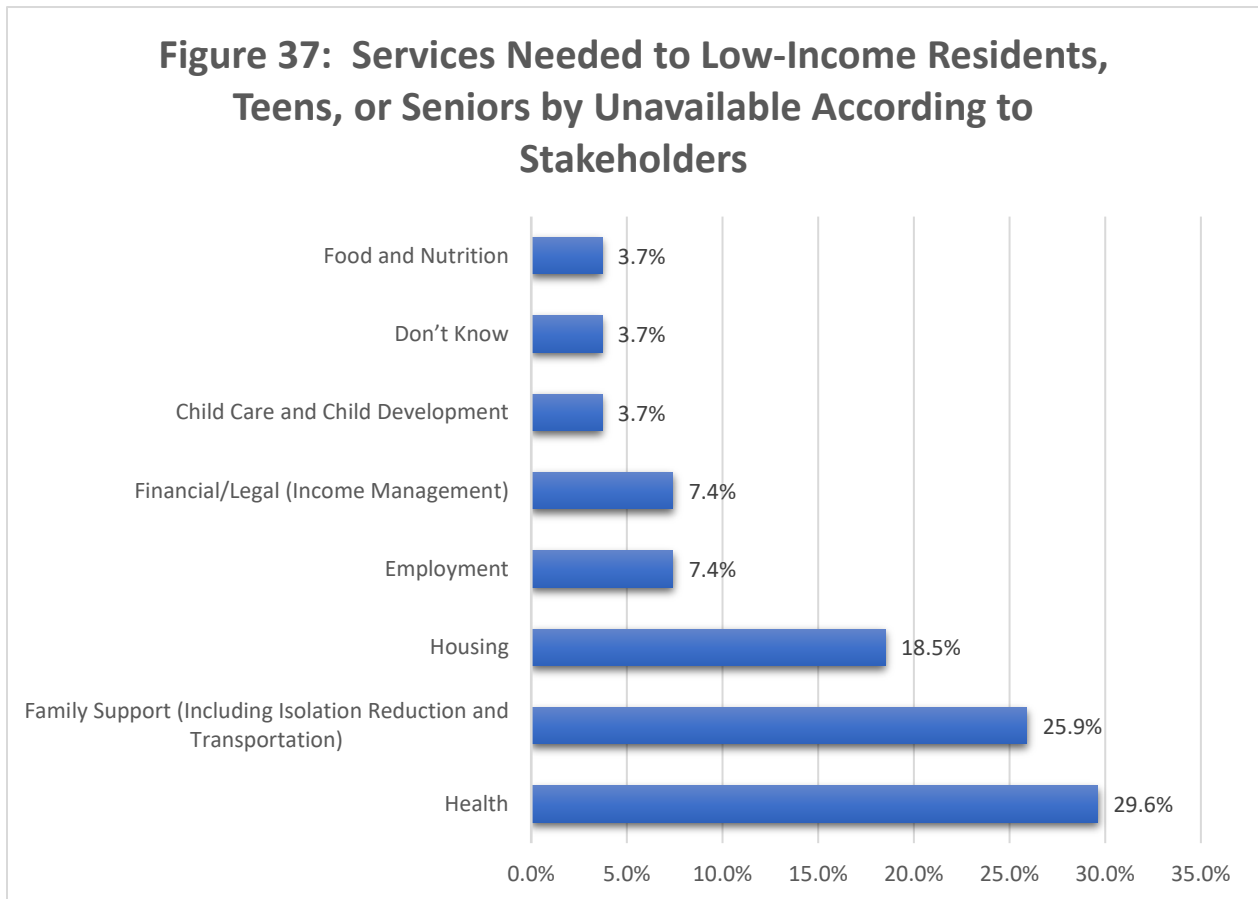
Stakeholders were also asked to select from a list of five options, barriers which might be faced by low-income residents trying to access services. They were able to select as many options as they felt applied. An additional option of “other” was provided for stakeholder respondents to enter a barrier category not listed in the questionnaire. 94.0% of stakeholders answered this question. The most selected barriers were lack of transportation (88.2%) and language barrier (58.8%). A breakdown of service barriers to low-income residents according to stakeholders is illustrated in the chart below (Figure 36).

**Figure 36: Service Barriers for Low-Income Residents According to Stakeholders**



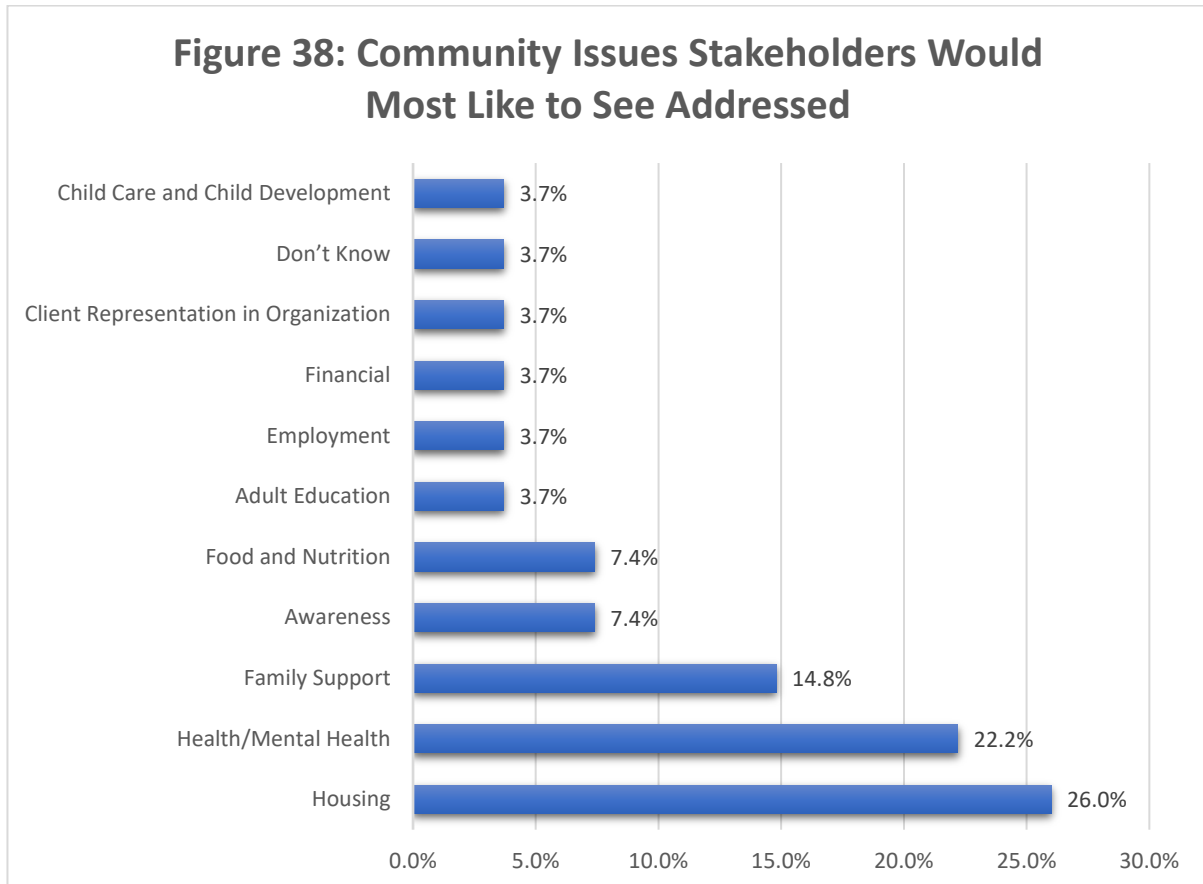
## **SERVICES NEEDED BUT NOT AVAILABLE**

Stakeholder respondents were asked to name services for low-income residents, teens, or seniors, which are needed, but are not currently available in DuPage County. This was an open-ended question. The most mentioned services were those related to health, including mental health (29.6%) and family support, including isolation reduction and transportation (25.9%). A breakdown of services needed but unavailable for low-income residents according to stakeholders is illustrated in the chart below (Figure 37).



## **COMMUNITY ISSUES WOULD MOST LIKE TO SEE ADDRESSED**

Stakeholders were asked an open-ended question about the community issues in DuPage County that they would most like to see addressed. The top cited issues were housing (26.0%) and health/mental health (22.2%).



## LOW-INCOME NEEDS BY ISSUE AREA

### **OVERVIEW**

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
- Family Support

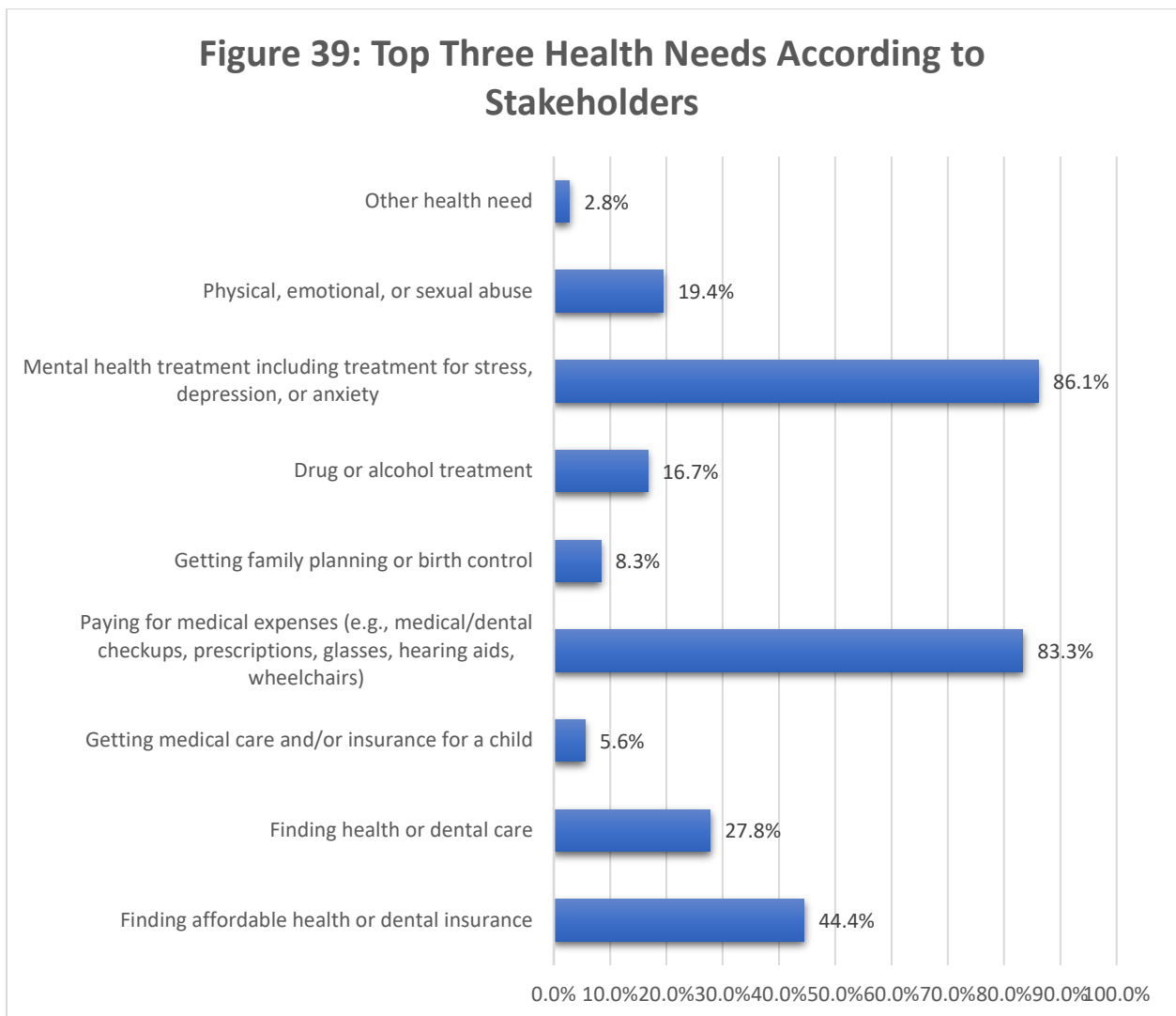
For each of these issue areas, stakeholders were presented with a list of possible needs and asked to select the top three that low-income DuPage County residents need assistance with. For each issue area, stakeholders were also able to select “other” and write or enter an answer.

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

<b>Table 24: Top Low-Income Needs by Issue Area According to Stakeholders</b>	
<b>Health</b>	
Mental health treatment for stress, depression, or anxiety	86.1%
Paying for medical expenses	83.3%
Finding affordable health or dental insurance	44.4%
<b>Housing</b>	
Finding affordable housing	88.9%
Paying rent or mortgage, rent deposits/application fees	72.2%
Finding emergency shelter	30.6%
<b>Employment</b>	
Finding a full-time job	76.5%
Finding child care	67.7%
Training/education for a job	58.8%
<b>Adult Education</b>	
Learning English as a second language	57.1%
Getting a 2-year or 4-year college degree	45.7%
<b>Child Care and Child Development</b>	
Paying for child care	88.9%
Finding affordable, quality, licensed child care in a convenient location	75.0%
Finding evening, nighttime, weekend, or before/after school child care	58.3%
<b>Financial/Legal (Income Management)</b>	
Budgeting and managing money	60.0%
Problems with paying bills, such as utilities or credit cards	45.7%
Paying unexpected or emergency expenses	45.7%
<b>Food and Nutrition</b>	
Getting food or food assistance	82.9%
Learning to shop and cook for health eating or dietary restrictions	54.3%
Getting meals delivered to your home for a senior or disabled individual	40.0%
<b>Family Support</b>	
Having access to transportation	71.4%
Paying for car repairs	42.9%
How to help a child coping with emotional issues	37.1%

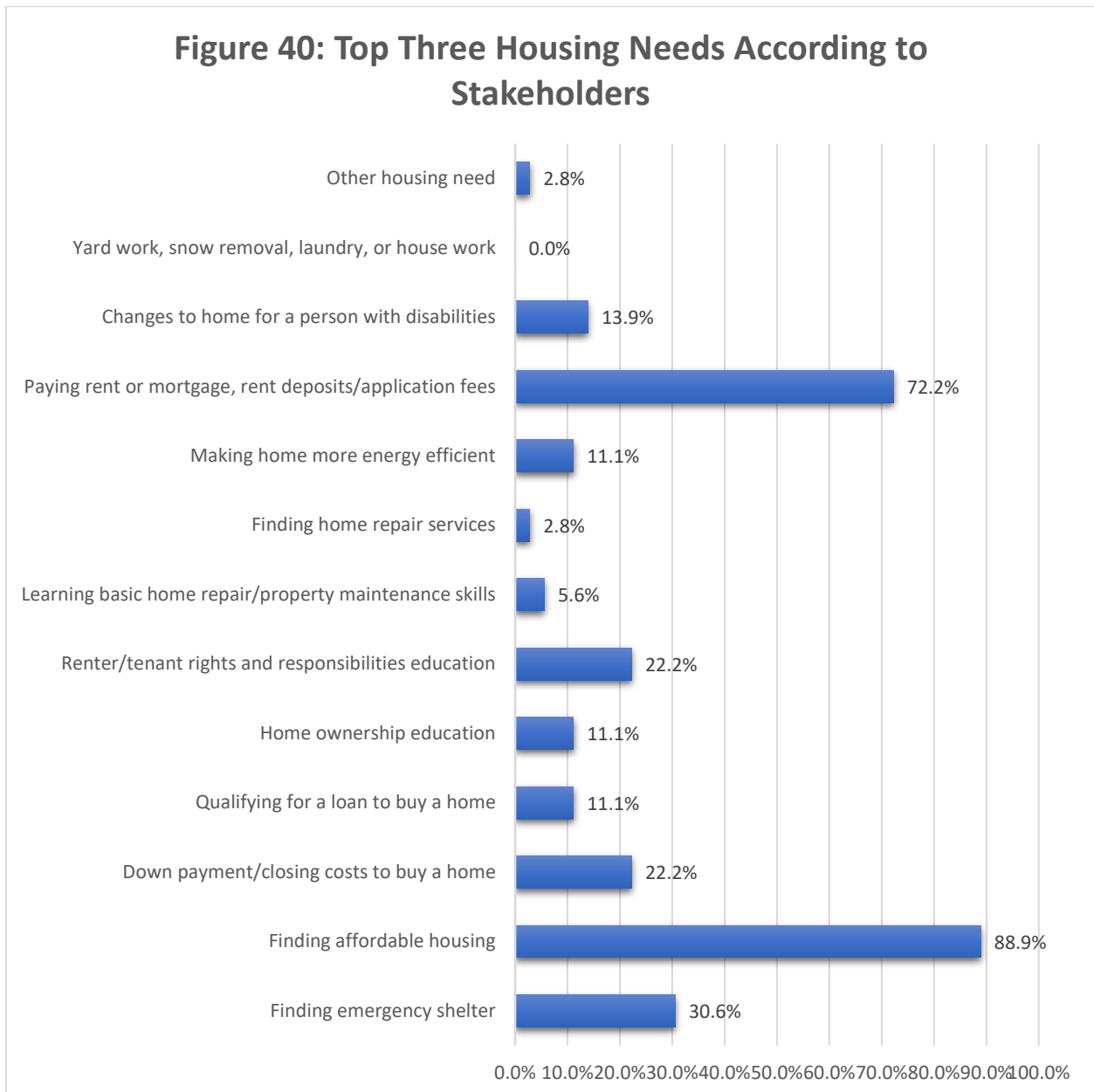
## **HEALTH**

Stakeholders were asked the top three aspects of health with which low-income residents of DuPage County need assistance. Eight options were provided, as well as an additional option of “other” for stakeholders to enter a health need not listed in the questionnaire. 100% of stakeholders answered this question. The three most selected health needs were mental health treatment (86.1%), paying for medical expenses (83.3%), and finding affordable health or dental insurance (44.4%). A breakdown of health needs according to stakeholders is illustrated in the chart below (Figure 39).



## **HOUSING**

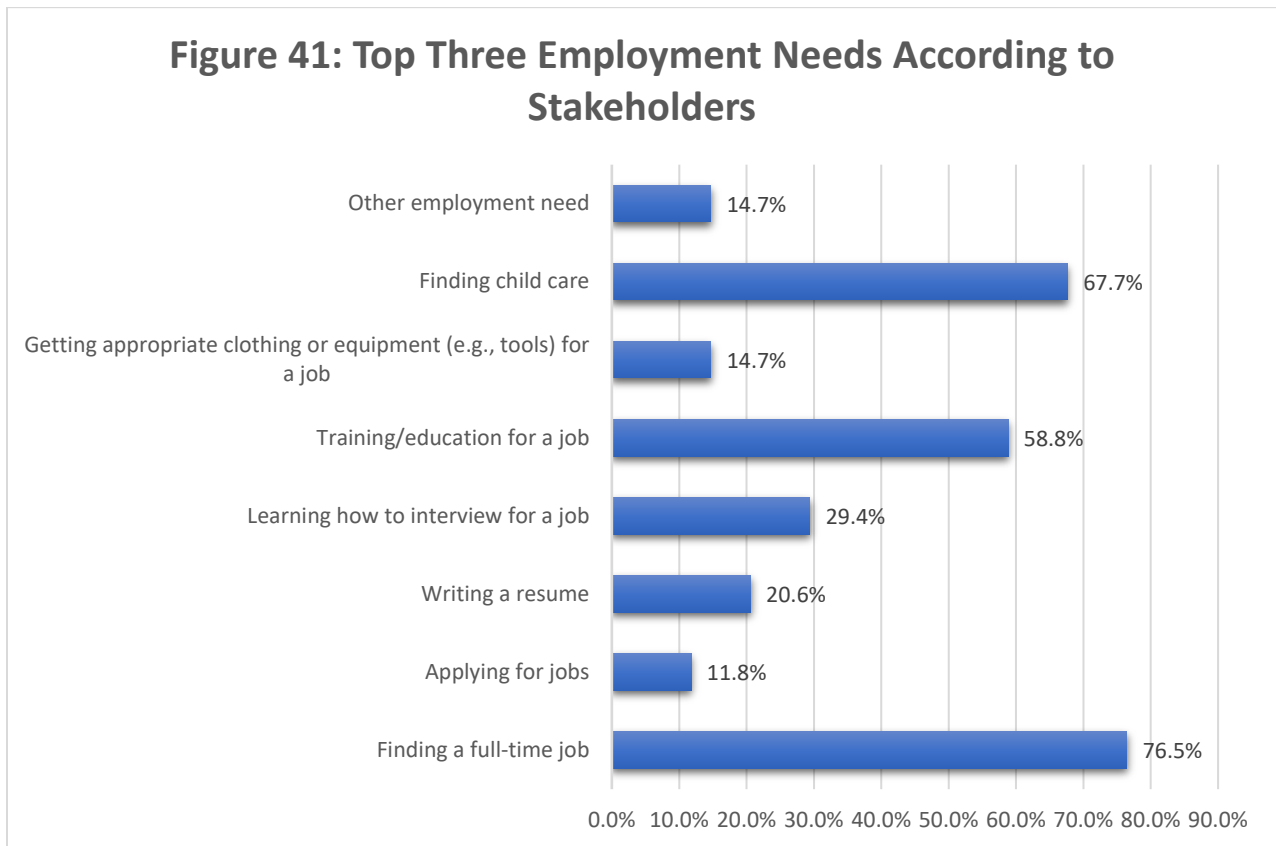
Stakeholders were asked the top three aspects of housing with which low-income residents of DuPage County need assistance. Twelve options were provided, as well as an additional option of “other” for stakeholders to enter a housing need not listed in the questionnaire. 100% of stakeholders answered this question. The three most selected housing needs were Finding affordable housing (88.9%), paying rent or mortgage, rent deposits/application fees (72.2%); and finding emergency shelter (30.6%). A breakdown of housing needs according to stakeholders is illustrated in the chart below (Figure 40).





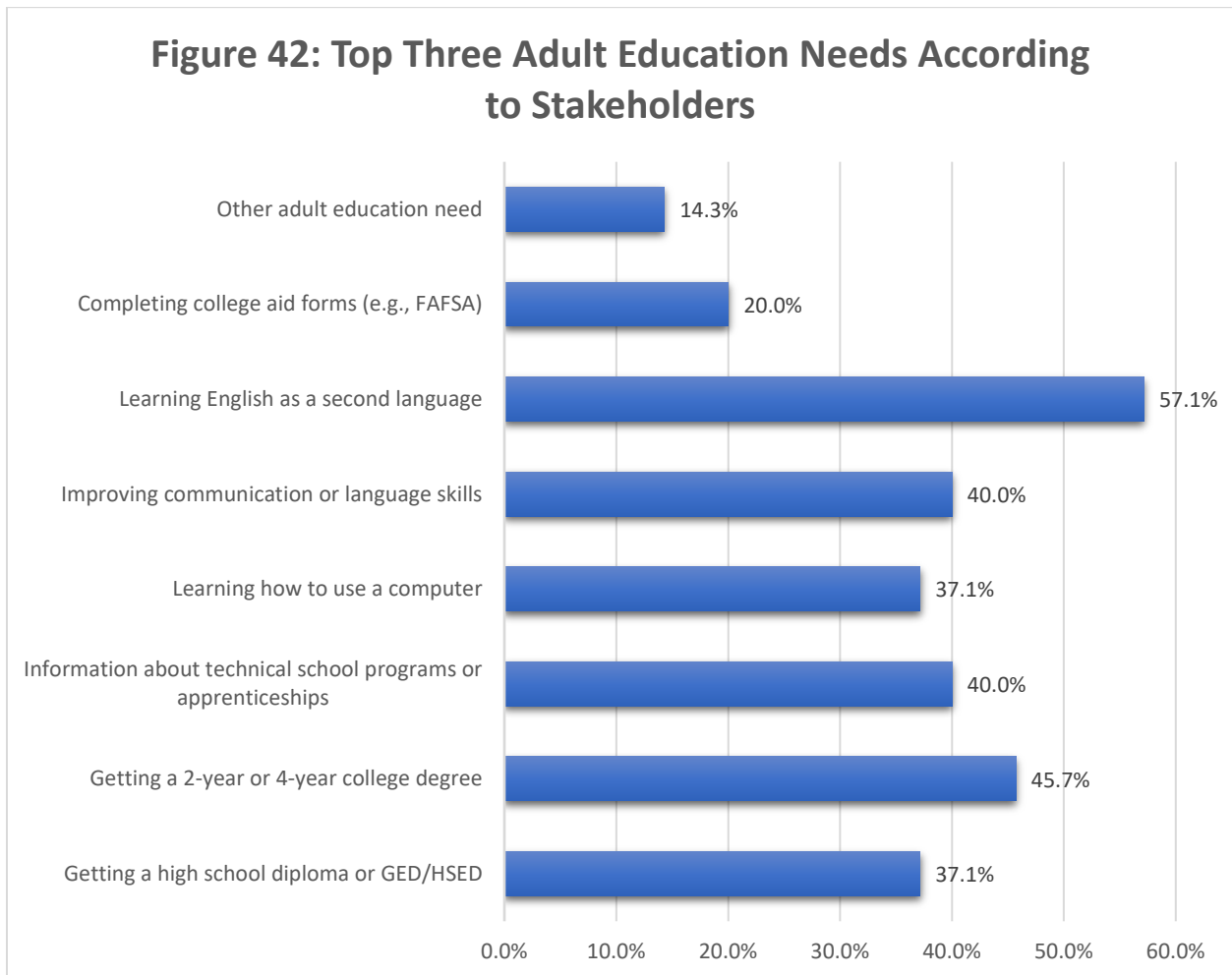
## **EMPLOYMENT**

Stakeholders were asked the top three aspects of employment with which low-income residents of DuPage County need assistance. Seven options were provided, as well as an additional option of “other” for stakeholders to enter an employment need not listed in the questionnaire. 94.4% of stakeholders answered this question. The three most selected employment needs were finding a full-time job (76.5%), finding child care (67.7%), and training/education for a job (58.8%). A breakdown of employment needs according to stakeholders is illustrated in the chart below (Figure 41).



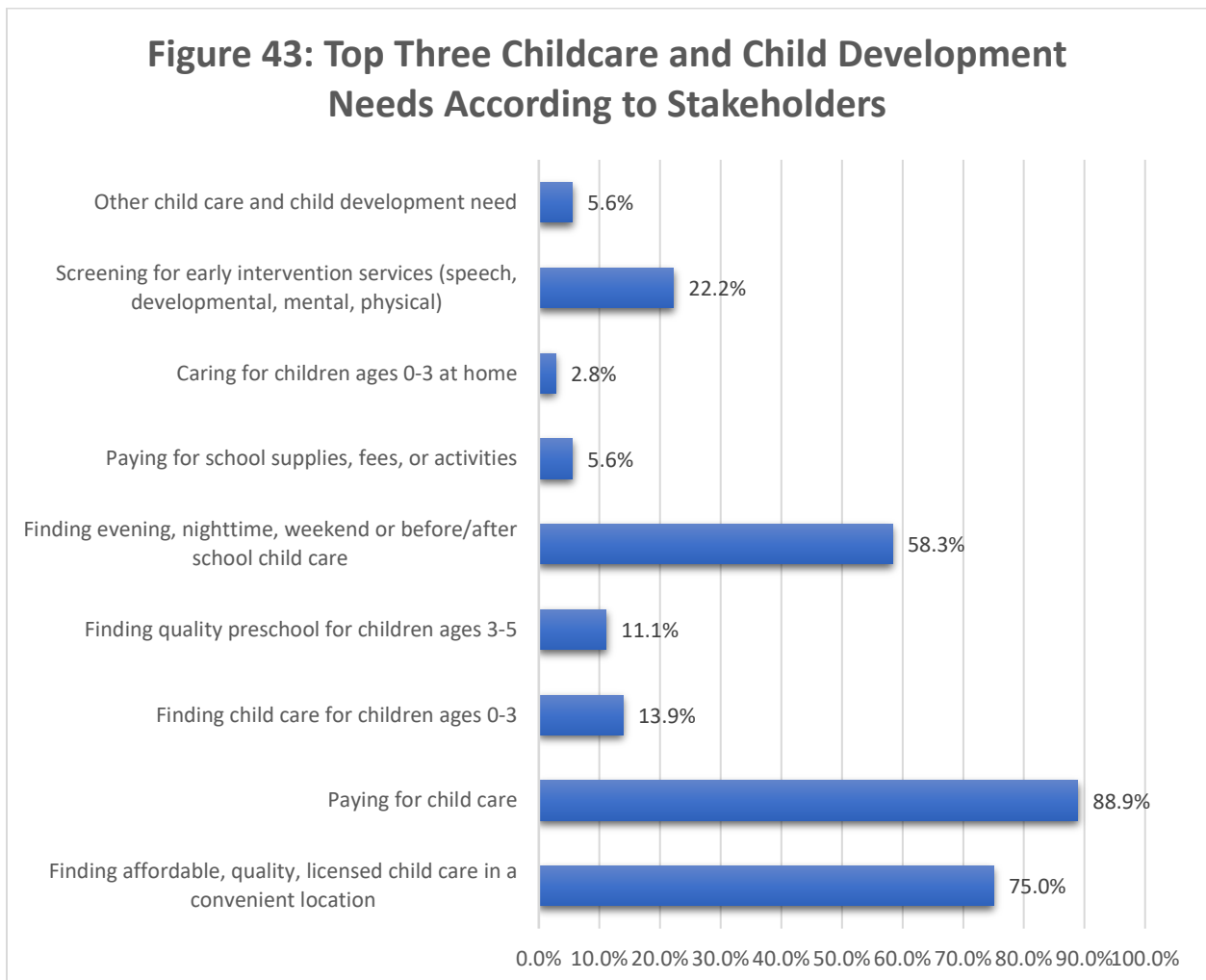
## **ADULT EDUCATION**

Stakeholders were asked the top three aspects of adult education with which low-income residents of DuPage County need assistance. Seven options were provided, as well as an additional option of “other” for stakeholders to enter an adult education need not listed in the questionnaire. 97.2% of stakeholders answered this question. The two most selected adult education needs were learning English as a second language (57.1%) and getting a 2-year or 4-year college degree (45.7%). A breakdown of adult education needs according to stakeholders is illustrated in the chart below (Figure 42).



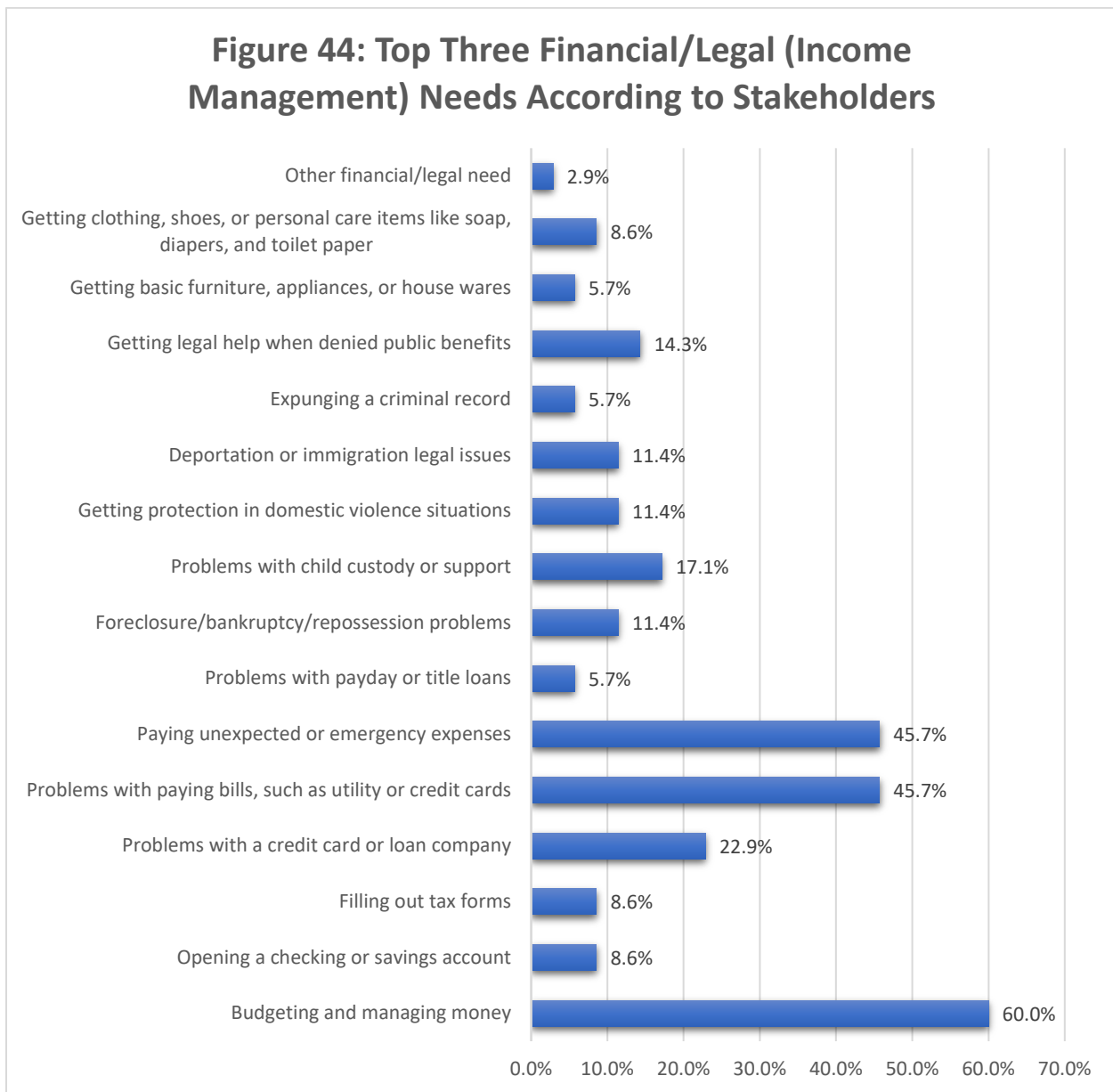
## **CHILDCARE AND CHILD DEVELOPMENT**

Stakeholders were asked the top three aspects of child care and child development with which low-income residents of DuPage County need assistance. Eight options were provided, as well as an additional option of “other” for stakeholders to enter a child care and child development need not listed in the questionnaire. 100% of stakeholders answered this question. The three most selected child care and child development needs were paying for child care (88.9%), finding affordable, quality, licensed child care in a convenient location (75.0%), and finding evening, nighttime, weekend, or before/after school child care (58.3%). A breakdown of childcare and child development needs according to stakeholders is illustrated in the chart below (Figure 43).



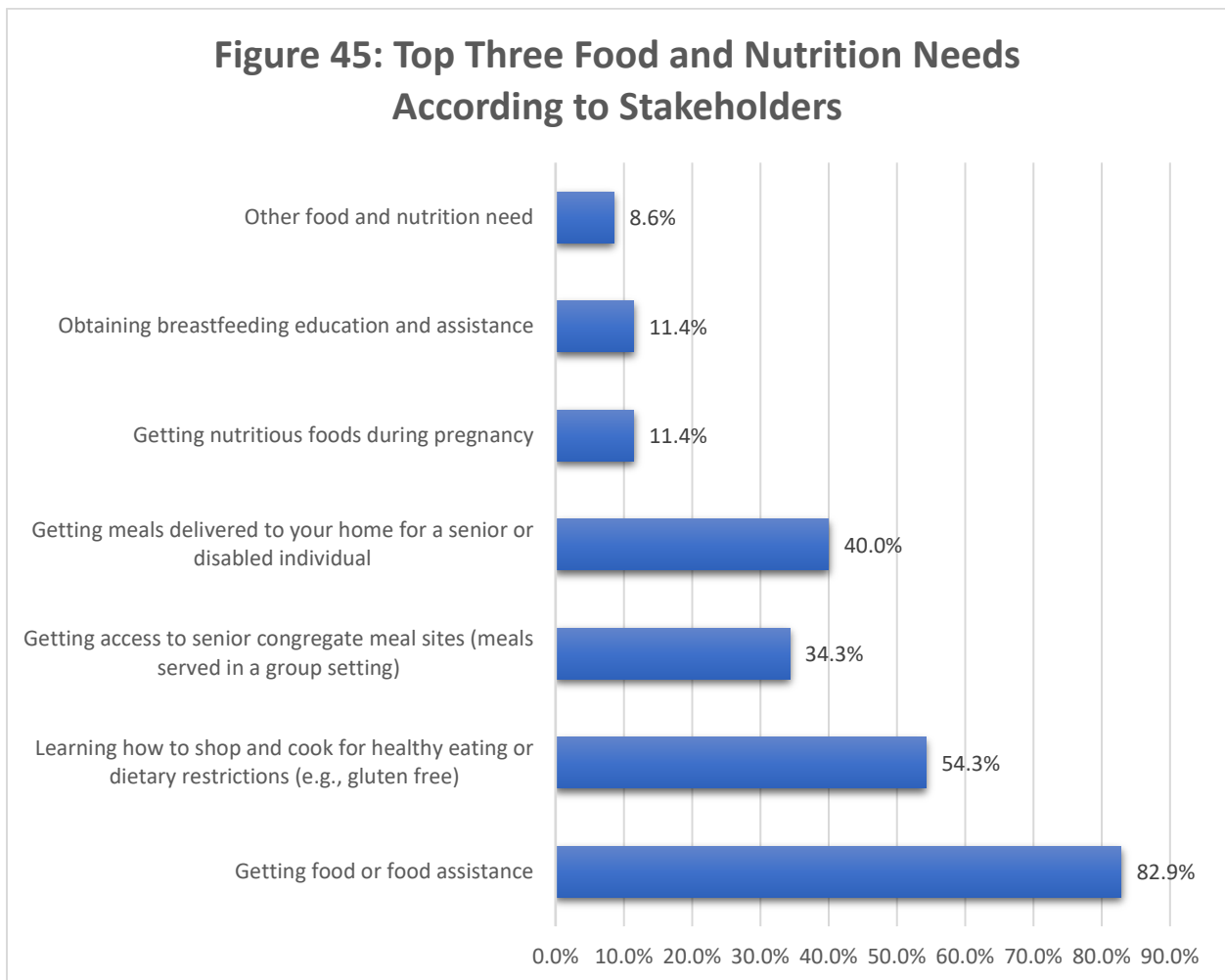
## **FINANCIAL/LEGAL (INCOME MANAGEMENT)**

Stakeholders were asked the top three aspects of financial/legal (income management) with which low-income residents of DuPage County need assistance. Fifteen options were provided, as well as an additional option of “other” for stakeholders to enter a financial/legal need not listed in the questionnaire. 97.2% of stakeholders answered this question. The three most selected financial/legal needs were budgeting and managing money (60.0%), problems with paying bills (45.7%), and paying unexpected or emergency expenses (45.7%). A breakdown of financial/legal (income management) needs according to stakeholders is illustrated in the chart below (Figure 44).



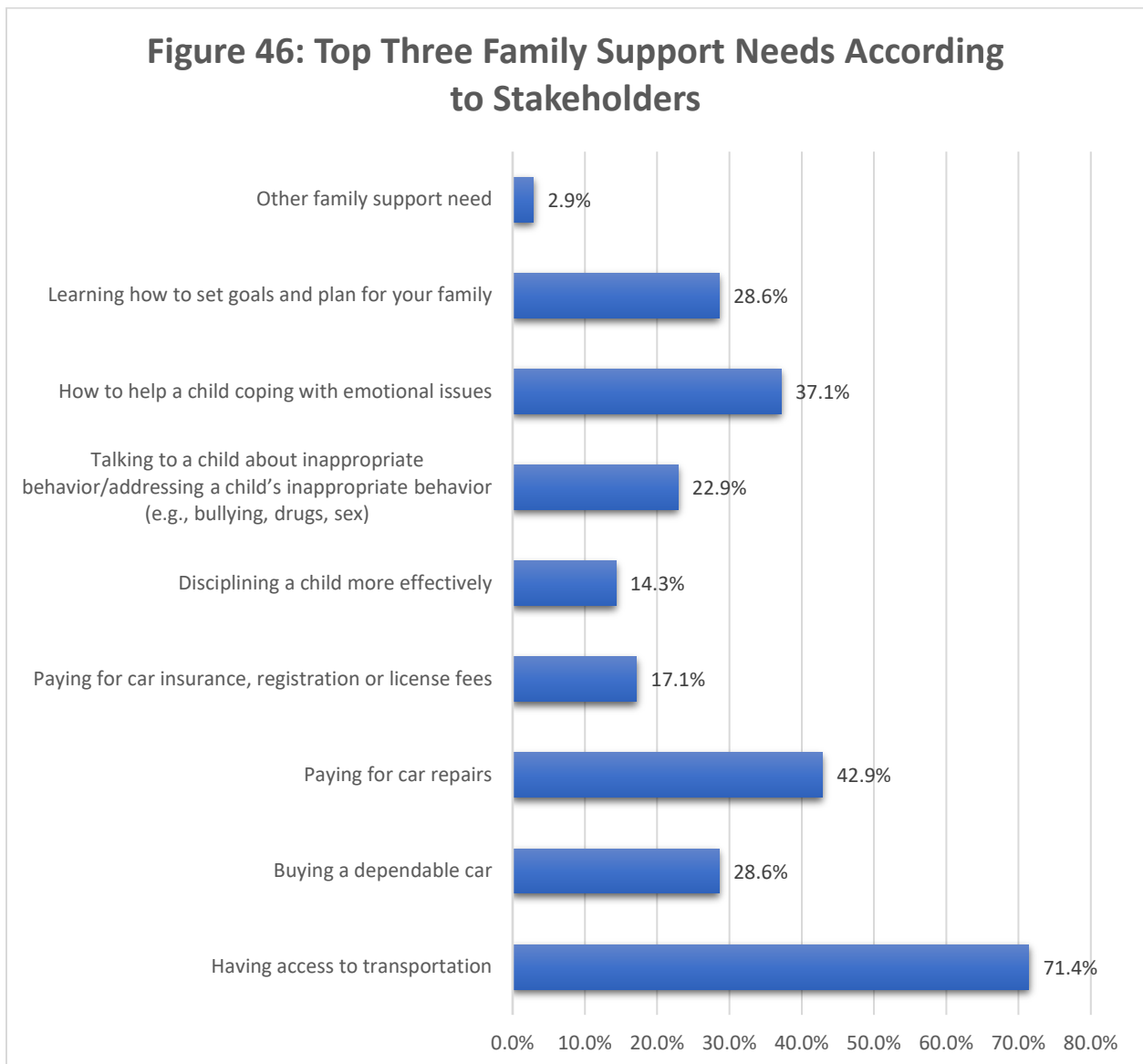
## **FOOD AND NUTRITION**

Stakeholders were asked the top three aspects of food and nutrition with which low-income residents of DuPage County need assistance. Six options were provided, as well as an additional option of “other” for stakeholders to enter a food and nutrition need not listed in the questionnaire. 97.2% of stakeholders answered this question. The three most selected food and nutrition needs were getting food or food assistance (82.9%), learning how to shop and cook for health eating or dietary restrictions (54.3%), and getting meals delivered to your home for a senior or disabled individual (40.0%). A breakdown of food and nutrition needs according to stakeholders is illustrated in the chart below (Figure 45).



## **FAMILY SUPPORT**

Stakeholders were asked the top three aspects of family support with which low-income residents of DuPage County need assistance. Eight options were provided, as well as an additional option of “other” for stakeholders to enter a family support need not listed in the questionnaire. 97.2% of stakeholders answered this question. The three most selected family support needs were having access to transportation (71.4%), paying for car repairs (42.9%), and how to help a child coping with emotional issues (37.1%). A breakdown of family support needs according to stakeholders is illustrated in the chart below (Figure 41).



# DUPAGE COUNTY COMMUNITY SERVICES EVALUATION

## **RATINGS**

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

Of those stakeholders who have a relationship with the DuPage County Community Services, a wide majority (88.9%) selected that their relationship was excellent or good. 8.3% of stakeholders said their relationship with the DuPage County Community Services was fair, and 2.8% stated it was poor. None of the stakeholders who responded said they did not have a relationship with the Department of Community Services (Table 25).

### **RELATIONSHIP RATING WITH DUPAGE COUNTY COMMUNITY SERVICES**

<b>Table 25: Relationship Rating with DuPage County Community Services</b>	
Excellent	52.8%
Good	36.1%
Fair	8.3%
Poor	2.8
Do not have a relationship	0.0%

Most (80.6%) stakeholders indicated that the DuPage County Community Services was doing an excellent or good job of meeting the needs of low-income residents. 5.6% of stakeholders said they were doing a fair job, and 2.8% said they were doing a poor job. 11.1% of stakeholders were unsure (Table 26).

## RATING OF DUPAGE COUNTY DEPARTMENT OF COMMUNITY SERVICES MEETING NEEDS OF LOW-INCOME RESIDENTS

Table 26: Rating of DuPage County Meeting Needs of Low-Income Residents	
Excellent	27.8%
Good	0.528
Fair	5.6%
Poor	0.028
Unsure	11.1%

The 8.4% of stakeholders who rated the Department of Community Services as fair or poor were asked to explain the reason for their rating. The following is a representative response:

“DCCS does amazing work! However, I think there needs to be more publication and advertisement of services. Especially social media. It seems to be a large population that is still unaware of services provided and available.”

### **SUGGESTIONS**

Finally, stakeholders were asked to give suggestion for changes or additional to the services provided by the DuPage County Department of Community Services. The most common suggestions were focus on outreach, visibility, and marketing within the community; transportation support, and enhancing diversity within service provision. The following quotes are representative of stakeholders’ suggestions:

“Advertisement, social media, landlord engagement is needed.”

“I think additional support for an array of transportation options would be beneficial. There are such limited, or non-existent resources, for help buying a used car, paying for a car repair, paying for registration fees/insurance, getting a bus pass, getting a bike, etc. that are all essential to thriving in DuPage county.”

“Provide surveys in different languages. By not having translation services for the surveys, we are missing out on a lot of voices that need support.”

“We need more people in specific ethnic and age groups that better represent the community we serve so that the families/households in need feel more comfortable when reaching out for assistance. For example, a person calling for help will automatically feel less anxious when reaching someone who speaks their language and can explain, in detail, what their possible options are to help them achieve what they called about.”



## FOCUS GROUPS

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### METHODOLOGY

Four focus groups were conducted in May 2024 with service users and stakeholders at four agencies:

- DuPage Pads
- ICNA Relief
- Metropolitan Family Services
- UCP Seguin

Four focus groups were conducted in-person at agency locations and one focus group was conducted online via Zoom. A total of 42 service users and participants participated in a discussion of their needs and experiences in DuPage County in the following areas:

- General life in DuPage County
- Housing
- Health care
- Employment
- Education
- Transportation
- Child care and child development
- Community infrastructure

Notes were recorded, compiled, and summarized, to gain insight into the depth and breadth of the needs of low-income populations in DuPage County (Appendix B, Section 4).

## FINDINGS

### **RESIDENTS' NEEDS**

Participants across the focus groups consistently highlighted the critical need for affordable housing, particularly for larger families and those with specific needs, such as disabilities. Many participants mentioned that their current housing was not only expensive but also failed to meet their safety and accessibility requirements. For example, one participant described the difficulty of finding affordable housing even with a Housing Choice Voucher, still paying \$1,100 a month, which is untenable on a limited income. Others noted the lack of suitable housing for individuals with disabilities, further exacerbating their challenges in securing stable living conditions.

The rising cost of living, including the costs of childcare, education, and basic necessities, was another prominent concern. Participants expressed that wages do not keep up with these expenses, making it difficult to maintain a decent standard of living. Childcare was a particular issue, with some parents mentioning that the high costs forced one parent to stay home, thereby reducing household income and limiting their ability to work. Education also emerged as a need, with calls for more affordable and accessible educational opportunities, including job training programs that could help individuals acquire better-paying jobs. The need for more accessible mental health services was also frequently mentioned, especially for low-income and immigrant families who often face additional barriers to care due to language barriers, cultural differences, and a lack of insurance coverage.

## **BARRIERS FACED LIVING IN DUPAGE COUNTY**

The barriers identified by participants were diverse and touched on multiple aspects of daily life in DuPage County. Transportation was a significant challenge, with many reporting the inadequacy of public transportation options. Participants emphasized that without a personal vehicle, it was nearly impossible to access essential services and job opportunities, often leading to long and unsafe walks to work or school. This was especially problematic for those living in more remote areas where public transit is sparse or non-existent. The high costs associated with owning and maintaining a vehicle were also noted as prohibitive for many low-income families.

The bureaucratic hurdles involved in accessing assistance programs, such as childcare and housing subsidies, were another common theme. Many participants shared their frustrations with the amount of paperwork required and the lack of clear, accessible information about available resources. For instance, one participant described the red tape involved in the Child Care Assistance Program as overwhelming, noting that the process was so complicated that it discouraged them from even applying. This complexity often leads to families missing out on critical services that could improve their quality of life.

Another barrier frequently mentioned was the lack of awareness and accessibility of resources. Participants felt that many services, including job training programs and healthcare options, were not well advertised or were difficult to access. This lack of information exacerbates the cycle of poverty, as families are unable to access the support they need to improve their situations. One participant mentioned that they were unaware of important programs like Metropolitan Family Services or the Head Start Program until it was recommended by their child's school. The high cost of living, especially in terms of housing and childcare, continues to be a significant barrier for many families, limiting their ability to thrive in the community.

## **ADDITIONAL RESOURCES AND SERVICES DESIRED**

Participants had several suggestions for additional services and resources that would help them and their families thrive. There was a strong demand for more affordable and accessible housing options, particularly for families with specific needs, such as those with disabilities or

larger families. Participants also called for the expansion of culturally competent and bilingual services, reflecting the growing diversity of the community. This includes more accessible healthcare options that cater to the needs of non-English speaking residents, as well as educational programs that consider the cultural backgrounds of the community.

Employment was another area where participants requested more support, including more job opportunities that offer livable wages and potential for growth. There was also a strong interest in more paid training programs to help residents acquire the skills needed for better-paying jobs, which would, in turn, allow them to afford the high cost of living in the county. Participants suggested the creation of more child-friendly employment opportunities, such as jobs that offer on-site childcare or flexible working conditions to accommodate the needs of parents.

Additionally, participants expressed the need for better dissemination of information about available resources. They suggested that services be better marketed and that there be more opportunities to interact with live representatives who can guide them through the process of accessing help. This was particularly important for navigating complex systems like healthcare and social services, where automated systems often fail to meet the needs of individuals who require personalized assistance. Finally, improvements in public transportation and more consistent mental health services were highlighted as necessary to help residents overcome the barriers they face in their daily lives. Participants emphasized that reliable public transportation is crucial for accessing jobs, education, and services, while consistent mental health support is essential for maintaining overall well-being, especially in a high stress environment.

# INTAKE & REFERRAL FOLLOW-UP SURVEY

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## METHODOLOGY

Customers who receive assistance from the DuPage County Community Services' Intake and Referral Division are asked annually for consent to receive a follow-up call. Customers who consent to a follow-up call are called within two weeks and given a 16-question survey by phone regarding their experience, the services, programs, and referrals provided, unmet needs, and whether they would recommend the agency to friends and family (Appendix B, Section 5). The following information is taken from Intake and Referral's 2023 follow-up survey, for customers who consented to and responded to the questionnaire from January 1, 2023, to December 31, 2023.

## FINDINGS

Overall, Intake and Referral rated high for callers and visitors, with 90.5% of callers and 93.9% of visitors rating their experience as very satisfied or satisfied. Only 1.1% of customers who called in and 1.8% of customers who visited in person said they were dissatisfied or very dissatisfied. When asked about their experience at DuPage County overall, 88.0% of customers responded that they were satisfied and 6.0% responded that they were dissatisfied. 88.3% of customers agreed that they would recommend the agency to family and friends, and 4.5% said that they would not.

90.6% of Intake and Referral customers found the staff person they were assisted by to be knowledgeable. 77.8% received the information and/or services needed and 82.0% feel that they will be able to use the information and/or services given.

A little of half of customers (54.1%) were referral to other services and programs outside of DuPage County, and 84.2% found these referrals helpful.

When asked about unmet needs, 70.7% of customers responded that they had none. Of the customers with remaining unmet needs, the top two categories were housing and rental assistance (46.2%) and energy assistance (28.2%).

# 211 SATISFACTION SURVEY

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## METHODOLOGY

All 211 DuPage contacts are asked for consent to follow-up. Follow-up calls are made within 7 to 14 days, and a 9-question questionnaire is administered to collect data on general satisfaction with 211 DuPage staff customer service and resources provided, and whether the resources provided were able to meet the contacts' needs (Appendix B, Section 6). The following information is taken from 211 DuPage's 2023 satisfaction survey, for contacts who responded to the questionnaire from January 1, 2023, to December 31, 2023.

## FINDINGS

69.2% of 211 DuPage contacts learned about a new resource and 85.4% said they received the information needed to contact an appropriate service provider. While 86.2% of contacts attempted to contact a resource provided by 211 DuPage, only 36.4% of them received services. The top two reasons for not receiving services were not meeting eligibility guidelines (24.4%) and funding unavailable (17.1%). Other reasons included being unable to contact the resource, not contact not wanting to work with the provided resource.

# GENERAL CLIENT SATISFACTION SURVEY

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## METHODOLOGY

The DuPage County Community Services General Client Satisfaction Survey is offered to all customers assisted by DuPage County Community Services. The 10-question survey collects data on staff customer service ratings, information and services received, and whether customers would recommend the agency (Appendix B, Section 7). The survey is available on paper and online. Paper questionnaires received were entered into the online survey platform and responses to open answer questions were coded for ease of data analysis. The following information is taken from DuPage County Community Services' 2023 general satisfaction survey, for customers who responded to the questionnaire from January 1, 2023, to December 31, 2023.

## FINDINGS

Overall, DuPage County Community Services rated highly in helping customers in a timely manner (94.1%), treating customers with respect (97.4%), knowledge of staff (93.2%), and friendliness and helpfulness (95.7%). 94.1% of customers would recommend the agency to family and friends, and 94.8% are overall satisfied with their experience at DuPage County.

92.8% of customers said they received the information and/or services needed and 90.9% felt they would be able to use the information/services provided. 81.1% of customers were informed about other agency or community services.

# COMMUNITY DEVELOPMENT SURVEY

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The DuPage County Community Services Community Development Division, as part of its 5 Year Consolidated Plan, surveyed community members and nonprofits to gain insight into housing, infrastructure, and public service needs (Appendix B, Section 8). Paper and online surveys were provided in English and Spanish in May 2024. Paper questionnaires received were entered into the online survey platform for ease of data analysis.

## SUMMARY OF FINDINGS

The DuPage County needs assessments reveal significant challenges faced by residents and non-profit organizations, particularly following the impacts of the COVID-19 pandemic. The findings indicate a substantial increase in demand for essential services such as housing, food, healthcare, and mental health support. Many families, seniors, and vulnerable groups struggle to cover basic living expenses due to rising costs and stagnating incomes, highlighting systemic issues in housing affordability, food insecurity, and access to healthcare and childcare.

## **RESIDENTS' NEEDS**

Residents of DuPage County have pressing needs in several key areas. Housing remains a critical concern, with nearly 30.0% of residents experiencing housing insecurity. There is also a growing need for food assistance, with about 25.0% of households reporting food insecurity, a 15.0% increase since the pandemic began. Healthcare, particularly mental health services, is another significant need, with nearly 40.0% of residents indicating difficulty accessing mental health care due to cost and limited availability. Additionally, affordable childcare and educational resources are in high demand, affecting about 35.0% of families, particularly those with low incomes or single parents.

## **BARRIERS FACED LIVING IN DUPAGE COUNTY**

Residents in DuPage County face several significant barriers impacting their quality of life and access to essential services. Housing affordability is a major challenge, with nearly 30.0% of residents experiencing housing insecurity, and over 20.0% spending more than 50% of their income on rent, categorizing them as severely rent-burdened. Additionally, food insecurity affects about 25.0% of households, many of whom do not qualify for public assistance programs despite their need. Access to healthcare, particularly mental health services, is limited; nearly 40.0% of residents report needing mental health services but face cost barriers and a shortage of providers, especially in lower-income neighborhoods. Non-profit organizations, crucial for service delivery, are under significant strain, with 50.0% operating at or beyond capacity. Furthermore, about 35.0% of families face challenges accessing affordable childcare, which

impacts their ability to work or attend school. The assessments also note disparities in service access across different demographic groups, with minority and low-income households disproportionately affected by these barriers.

## **ADDITIONAL RESOURCES AND SERVICES DESIRED**

To address these pressing issues, there is a strong demand for additional resources and services in DuPage County. Increasing affordable housing stock is critical, with calls to build more low-income units and provide rental assistance to the nearly 20.0% of households at risk of eviction. Expanding food assistance programs is also essential, particularly for the 25.0% of households experiencing food insecurity. To improve healthcare access, especially for mental health, expanding community clinics and integrating mental health services into primary care settings are recommended, potentially reducing the number of residents unable to afford care. For childcare and education, increasing the availability of subsidized childcare slots and expanding early childhood education programs are necessary to support the 35.0% of families struggling with childcare costs. Additionally, enhancing funding and support for non-profit organizations is vital, as 50.0% are already operating beyond their capacity, making it difficult to meet the growing community needs. Implementing public-private partnerships and securing more grants are suggested strategies to strengthen these organizations' capabilities.



# BIRTH TO FIVE ILLINOIS SURVEY

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The document, "Birth to Five Illinois Region 19 Action Plan," provides a comprehensive overview of strategies and initiatives aimed at improving Early Childhood Education and Care (ECEC) services in Region 19, which includes DuPage County, Illinois. Developed through a collaborative effort by the Family Council, Action Council, and regional stakeholders, the Action Plan addresses several key issues impacting young children and their families. It builds upon findings from an Early Childhood Regional Needs Assessment, reflecting community input gathered through focus groups, interviews, and surveys conducted in 2023. The primary goal of this Action Plan is to create a more equitable, accessible, and effective ECEC system, with specific recommendations targeting access, inclusion, and workforce support. This summary outlines the key findings, residents' needs, barriers faced by families, and additional resources and services desired as articulated in the Action Plan (Appendix A, Section 3).

## SUMMARY OF FINDINGS

The "Birth to Five Illinois Region 19 Action Plan" identifies several critical areas requiring attention to enhance Early Childhood Education and Care (ECEC) in DuPage County. First, it highlights the need for increased access to publicly funded ECEC programs. The report identifies logistical barriers, such as inconvenient schedules and lack of transportation, that prevent families, particularly those from marginalized communities, from accessing these services. There is also a call for creating a more inclusive system that supports children with varying levels of development, trauma, and medical complexities through adaptive and supportive environments. Additionally, the Action Plan stresses the importance of addressing workforce shortages in ECEC programs by promoting equitable wages, offering professional development, and implementing mental health supports for educators.

To achieve these objectives, the Action Plan sets forth a series of SMART (Specific, Measurable, Achievable, Relevant, and Time-bound) goals aimed at both systemic and targeted improvements. These include increasing the number of Preschool for All sites, developing transportation solutions, fostering professional development opportunities, and creating a shared services model for substitute teachers to alleviate staffing shortages. The Plan also emphasizes the importance of community engagement and continuous quality improvement to ensure the recommendations are effectively implemented.

## **RESIDENTS' NEEDS**

The Action Plan details several key needs of families in DuPage County. Primarily, there is a significant demand for more accessible ECEC programs. Many families face challenges due to limited availability of programs that align with their work schedules or that are geographically accessible. The need for increased transportation options is repeatedly mentioned, as transportation barriers often prevent families from accessing the services they need.

Additionally, there is a need for greater support for children with special needs. Families with children who have disabilities or medical complexities face discrimination, limited enrollment opportunities, and a lack of adequate resources and accommodations in both public and private ECEC settings.

Furthermore, the Plan identifies the need for mental health services and supports for young children and their families. It highlights that current resources are inadequate, particularly in addressing the social-emotional needs of children who have experienced trauma or who have specific developmental challenges. The need for culturally and linguistically appropriate resources is also emphasized, ensuring that all families can access and benefit from ECEC services regardless of their background or language proficiency.

## **BARRIERS FACED LIVING IN DUPAGE COUNTY**

Families in DuPage County face multiple barriers that affect their ability to access quality Early Childhood Education and Care (ECEC) services. One of the primary barriers is the lack of transportation, which limits families' ability to reach available programs, especially for those who do not have a private vehicle or who live far from program sites. The inconsistency in the availability of publicly funded programs further exacerbates these challenges, as many programs operate only part-time and do not provide transportation solutions.

Another significant barrier is the limited availability of inclusive ECEC programs that cater to children with special needs. Families report facing discriminatory practices, limited resources, and a lack of specialized staff and accommodations necessary for supporting children with disabilities or medical complexities. The COVID-19 pandemic has further intensified these challenges, increasing demand for social-emotional support, and exacerbating existing resource constraints.

Additionally, the Action Plan identifies systemic barriers within the ECEC workforce, such as low wages, high workloads, and a lack of professional development opportunities, which contribute to high turnover rates and staffing shortages. These factors not only affect the quality of care provided but also limit the capacity of ECEC programs to serve more families.

## **ADDITIONAL RESOURCES AND SERVICES DESIRED**

To address the identified needs and barriers, residents in DuPage County have expressed a desire for several additional resources and services. There is a clear demand for more accessible, full-time ECEC programs that offer flexible schedules and transportation solutions. Families also seek more inclusive programs that provide adequate support for children with special needs, including specialized staff, adaptive environments, and access to necessary medical and social-emotional services.

There is also a call for increased mental health support for both children and the ECEC workforce. The Action Plan suggests utilizing funding from mental health grants to develop and implement comprehensive mental health services and supports, which could include self-care resources, classroom management strategies, and professional development in trauma-informed care.

Furthermore, families have expressed a need for more community-based supports, such as local networks and partnerships that provide in-kind donations, transportation assistance, and professional development opportunities for ECEC professionals. The establishment of a shared services model for substitute teachers is also proposed to address short-term staffing shortages and ensure continuity of care.

By implementing these recommendations, the "Birth to Five Illinois Region 19 Action Plan" aims to create a more equitable and effective ECEC system in DuPage County, ultimately supporting better outcomes for children, families, and the community at large.

## UNITED FOR ALICE

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The ALICE Project (Asset Limited, Income Constrained, Employed) by United Way focuses on understanding and supporting the growing number of U.S. households that, despite being employed, struggle to afford necessities like housing, food, and healthcare. The project provides data-driven research and collaborates with partners across various states to raise awareness, advocate for policy changes, and improve financial stability for these families. It aims to give a voice to this often-overlooked demographic and drive systemic change at local, state, and national levels (Appendix A, Section 4).

### SUMMARY OF FINDINGS

The "COVID and Financial Hardship in Illinois 2024 Update" reveals several notable statistics that highlight the financial struggles of Illinois households. In 2022, 1,839,913 households (37% of all households) were below the ALICE Threshold, which combines those in poverty (12.2%) and ALICE households (24.3%). This represents a significant increase in ALICE households by 49,875 from 2021, reflecting the impact of rising costs and reduced pandemic assistance.

For a family of four, the ALICE Household Survival Budget rose sharply from \$77,796 in 2021 to \$81,420 in 2022. This budget includes the basic costs of living, such as housing, childcare, food, and healthcare. The increase underscores the inflationary pressures faced by households, which outpaced wage growth. Despite a 7% increase in median wages for low-wage jobs, such as retail sales (\$13.79 to \$14.68 per hour) and cashier positions (\$13.00 to \$14.00 per hour), these gains were not enough to bridge the gap left by the expiration of pandemic relief measures.

The report also highlights disparities among different demographic groups. For example, 56.0% of Black households and 39.0% of Hispanic households were below the ALICE Threshold, compared to 32.0% of White households. This disparity reflects the persistent systemic barriers that limit financial stability for minority communities. Additionally, 48.0% of households headed by individuals aged 65 and over were below the ALICE Threshold, showing the financial vulnerabilities faced by older adults, many of whom lack sufficient retirement savings beyond Social Security.

The report emphasizes that rising costs and insufficient wages are driving more families into financial precarity. With 68.0% of households below the ALICE Threshold being rent-burdened (spending more than 30% of income on rent) and 43% severely rent-burdened (spending more than 50%), affordable housing remains a critical issue. Furthermore, only 50% of households in poverty and 23.0% of ALICE households participated in SNAP in 2022, indicating barriers to accessing necessary food assistance.

These statistics illustrate the ongoing challenges faced by ALICE households in Illinois, highlighting the need for comprehensive policy solutions to address economic inequities and support financial stability for all residents.

## RECOMMENDATIONS

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### HOUSING AND SHELTER

To address housing and shelter needs in DuPage County, a multi-faceted approach is necessary to overcome the significant barriers faced by residents. The data shows that housing assistance is the most requested service, with 34% of calls to 211 related to housing and shelter. This indicates a critical demand for more affordable housing units, emergency shelters, and transitional housing programs. Expanding the availability of affordable rental units is essential, especially for low-income families and individuals with disabilities. This can be achieved by incentivizing developers to build affordable housing through tax credits, subsidies, and zoning adjustments that favor mixed-income developments. DuPage County Board's new Ad Hoc Committee on Housing Solutions will be dedicated to these issues. Also, the County's new strategic plan also addresses affordable housing.

Additionally, there is a need for more supportive housing programs that provide wraparound services, including case management, mental health support, and job training, to help individuals maintain stable housing. Programs that focus on preventing homelessness, such as rental assistance and eviction prevention services, should be expanded to help families stay in their homes. Increasing funding for energy efficiency programs can also help reduce utility costs for low-income households, making housing more affordable. Moreover, addressing substandard living conditions by enforcing housing quality standards and providing grants or low-interest loans for home repairs can improve the safety and habitability of existing housing stock.

To ensure housing stability, it is vital to implement tenant rights education programs, helping residents understand their rights and responsibilities and how to navigate disputes with landlords. Legal assistance services should also be expanded to support tenants facing eviction or housing discrimination. Additionally, increasing awareness and outreach about available housing programs is crucial, as many residents may not know how to access these resources. Working with the Continuum of Care and Hope Fair Housing to create a centralized housing resource center could streamline access to information and services, reducing barriers for those in need.

An essential component of addressing homelessness and housing instability involves the collaboration with local organizations, such as Catholic Charities. As a sub-grantee, Catholic Charities will provide housing case management services to CSBG-eligible individuals residing in the Kathy Paulsen Hope House Emergency Shelter. Their role includes moving homeless individuals to permanent, stable housing through housing navigation, employment and vocational counseling, job search assistance, and aftercare services. Referrals for these services typically come from the DuPage County Department of Community Services or the Continuum of Care providers, ensuring a coordinated approach to addressing the housing needs of the

most vulnerable populations. This partnership is crucial for providing comprehensive support and facilitating transitions from emergency shelter to long-term housing stability.

## FOOD SECURITY

Enhancing food security involves not only increasing access to food but also improving the quality of food provided. While 27.4% of service users reported needing access to food, there are concerns about the nutritional value and appropriateness of food from local pantries. Improving partnerships between food banks and local farms could increase the availability of fresh produce and healthy food options. Establishing community gardens and urban farming initiatives could also empower residents to grow their own food, providing a sustainable source of fresh produce. Additionally, implementing a more responsive feedback system for food pantry users can help ensure that food distributions are better aligned with dietary needs and cultural preferences.

Expanding meal delivery services for seniors and disabled individuals, as suggested by 40% of stakeholders, is another critical area. This could involve partnering with local organizations to deliver nutritious meals directly to those unable to access food pantries or grocery stores. Increasing funding for SNAP outreach programs can also help more eligible residents access food benefits. Community education programs that teach cooking, nutrition, and meal planning can further help residents maximize their food resources and improve their overall health.

DuPage County is actively prioritizing food security through substantial investments in local food pantry infrastructure. On June 26, 2024, the DuPage County Board approved \$626,144.05 in funding for 13 local food pantries to enhance their capacity through capital equipment purchases and technology upgrades. These investments include the purchase of cargo vans, refrigerators, freezers, and other essential equipment to improve food storage and distribution. This initiative aims to build a robust framework to support food pantries, ensuring that they can continue to provide fresh and nutritious food to residents in need. Additionally, organizations like GardenWorks DuPage are receiving CSBG funding to develop community gardens, further contributing to the supply of fresh produce to local food banks. Given these significant investments and initiatives, DuPage County has positioned itself strongly in the fight against food insecurity, making additional funding for food and nutrition currently unnecessary.

## INCOME AND FINANCES

Addressing income and financial needs in DuPage County requires targeted interventions to support residents facing economic hardship. With 45.0% of service users citing financial issues as their greatest challenge, there is a clear need for programs that provide immediate financial relief and long-term stability. Expanding access to emergency financial assistance for rent, utilities, and unexpected expenses can help prevent crises that lead to homelessness or food

insecurity. Financial literacy programs that focus on budgeting, credit management, and debt reduction can empower residents to better manage their finances and build financial resilience.

Improving employment opportunities and income stability is also crucial. Approximately 18.5% of residents reported employment as a significant challenge, highlighting the need for more job training and placement programs. Expanding access to vocational training and certification programs in high-demand fields, such as healthcare, technology, and skilled trades, can provide residents with the skills needed to secure better-paying jobs. Additionally, partnerships with local businesses can create job training and apprenticeship opportunities that offer hands-on experience and pathways to employment. For those already employed, access to continuing education and professional development can help improve job retention and advancement prospects.

To further enhance financial stability, H.O.M.E. DuPage, a sub-grantee, continues to receive CSBG funding to provide comprehensive financial literacy services, including workshops on budgeting, financial counseling, income management skills, and credit repair, targeting CSBG-eligible clients. H.O.M.E. DuPage collaborates with the DuPage County Department of Community Services, other CSBG sub-grantees, and local non-profits to recruit clients for their programs. Their Financial Fitness classes are free and held at various locations throughout the county, making them accessible to a broad audience.

Moreover, CSBG funding is being utilized to assist low-income households in reconnecting water and sewer services that have been disconnected due to nonpayment, ensuring that families have access to essential utilities. The DuPage County Department of Community Services' Family Self-Sufficiency Program also works to move participants from crisis to self-sufficiency by providing case management, counseling, referrals, and financial assistance. This program closely coordinates with local organizations such as Metropolitan Family Services DuPage, Catholic Charities, and other social service agencies to obtain client referrals and conduct outreach at community events and networking meetings. These comprehensive, coordinated efforts are designed to help residents achieve financial stability and independence, addressing both immediate needs and long-term financial health.

## ADULT EDUCATION AND EMPLOYMENT

Improving adult education and employment opportunities in DuPage County is crucial to enhancing economic stability and self-sufficiency among residents. Despite having one of the lowest unemployment rates in Illinois, DuPage County still faces challenges in ensuring all residents have access to stable and well-paying jobs. With employment being a significant concern for 18.5% of residents, there is a need for comprehensive job training and educational programs that equip adults with the skills necessary to thrive in the workforce. Expanding access to vocational training and certification programs in high-demand fields such as healthcare, technology, and skilled trades can help residents enhance their employability and

career prospects. Additionally, offering flexible learning options, such as evening classes and online courses, can accommodate those balancing work and family responsibilities. Programs that assist with job search strategies, resume building, and interview preparation can further support job seekers in navigating the employment market.

Outreach, a sub-grantee, continues to receive CSBG funding to provide job skills training, work readiness programs, transportation support, financial counseling, housing assistance, life skills training, and educational support to eligible young adults and vulnerable populations. This comprehensive approach helps individuals build a foundation for sustainable employment and long-term financial stability. Outreach is responsible for promoting the program and recruiting participants, with referrals coming from DuPage County staff, Naomi's House, Neighborhood Resource Centers, and DuPage County Probation.

Similarly, 360 Youth Services, another sub-grantee, uses CSBG funding to support homeless youth through job skills training, employment support, life skills training, financial literacy, housing support, educational assistance, and transportation services. This program is essential in equipping homeless youth with the necessary skills and resources to transition into stable employment and independent living. 360 Youth Services actively recruits clients and coordinates with DuPage County staff and other social service providers for referrals.

The DuPage County Department of Community Services also provides scholarships to CSBG-eligible individuals for post-secondary education or trade/certificate programs. The Scholarship Program collaborates with local and state colleges, universities, high schools, townships, and social services organizations to promote educational opportunities. Outreach efforts include distributing posters and application packets, informing educational institutions of the scholarship availability, and using social media platforms and Facebook live events to engage potential applicants and provide detailed information about the program. These initiatives collectively enhance educational access and workforce readiness, empowering residents to achieve greater economic self-sufficiency and stability.

## HEALTH CARE

Enhancing healthcare access, particularly for underserved populations, is critical in DuPage County. With 24.2% of community members identifying healthcare as a top need, there is a clear demand for more accessible and affordable services. Despite the numerous hospitals and care providers in the county, not all accept Medicaid, limiting access for low-income residents and contributing to health disparities. Many low-income residents live in densely populated areas, particularly south of Wheaton in York, Naperville, Lisle, and Downers Grove townships, which are isolated from Federally Qualified Health Centers (FQHCs) that provide affordable care.

Strategically building more FQHCs in these underserved areas would ensure better access to essential healthcare services. Expanding partnerships for mobile clinics and telehealth services



can also help bridge gaps, particularly for those facing transportation barriers or living far from traditional healthcare facilities. Improving mental health services is also a priority; integrating these services into primary care settings and increasing Medicaid-accepting providers would enhance access. Community outreach programs that reduce stigma and educate residents about available mental health resources are essential to encourage care-seeking behavior. Additionally, establishing centralized health services hubs offering a range of care, including dental, vision, and maternal health, would further streamline access and reduce wait times, providing comprehensive care in one location.

## TRANSPORTATION

Improving transportation options is crucial for supporting residents' access to essential services, employment, and community resources in DuPage County. The current public transportation system is primarily designed to connect commuters to train stations leading to downtown Chicago, often leaving low-income areas without direct routes to key destinations like grocery stores, medical offices, libraries, and agencies providing financial assistance. When low-income residents attempt to use public transportation, they encounter unreliable services, such as late buses, unexpected cancellations, and extended commutes compared to more urban areas like Cook County.

Residents must often weigh difficult choices: walking in areas with inadequate sidewalks and high-speed traffic, using costly ridesharing services that consume a large part of their income, or managing the high costs of car ownership amidst inflation and limited vehicle assistance programs. While DuPage County does offer transportation assistance programs, like Ride DuPage and Ride to Work, aimed at helping low-income and disabled individuals access essential services, there is a noted gap in consistent, reliable service, particularly for medical transportation through Medicaid.

Additional transportation support is available through various programs offered by cities, villages, townships, and the Regional Transportation Authority (RTA), providing more localized solutions. However, the comprehensive overhaul of the public transportation system required to meet all needs is beyond the scope of the Community Services Block Grant (CSBG) program. DuPage County is addressing these challenges community by community, focusing on existing initiatives while recognizing the need for broader systemic improvements. The aim is to enhance support where possible and continue developing long-term strategies to ensure better transportation access for all residents.

## CHILDCARE

Expanding access to affordable, quality childcare is essential for supporting working families in DuPage County. With childcare costs reaching up to \$350 per week, this expense is a significant

burden for many families. Increasing the availability of subsidized childcare slots and implementing sliding-scale fees based on income can make childcare more accessible. Programs with flexible hours, including evening and weekend care, are also needed to accommodate parents with non-traditional or shift-based work schedules.

Promoting early childhood education initiatives that focus on developmental milestones and school readiness is crucial for providing children with a strong foundation for future success. Increasing support and funding for childcare providers, including offering professional development and fair wages, can enhance the quality of care and reduce turnover among childcare workers. Enhancing outreach efforts to inform families about available childcare assistance programs and simplifying the application process can help more families access the support they need.

Additionally, partnerships with local businesses to provide employer-sponsored childcare options, either on-site or through nearby childcare providers, could reduce costs and commuting times for parents. Encouraging collaboration between the public and private sectors to increase funding and resources for early childhood programs would also be beneficial. Integrating health, nutrition, and family support services with childcare offerings can provide comprehensive support to families, ensuring children's overall well-being and development.

Furthermore, early childhood education and childcare needs are currently being addressed through programs such as Head Start, Early Head Start, and the Childcare Assistance Program (CCAP). These programs offer valuable support to eligible families, providing access to quality care and early education services. By leveraging these existing resources, DuPage County is working to ensure that more families have the support they need to meet their childcare needs.

## OUTREACH

Effective outreach is essential to ensure that residents of DuPage County are aware of and can access the services they need. The County employs multiple strategies to enhance awareness and utilization of available resources. The Intake and Referral Specialists play a pivotal role in this effort, working closely with all other units within Community Services. They make referrals to the Case Management Unit for clients with complex needs, to the Weatherization Program for energy conservation assistance, and to the Aging Case Coordination Unit for senior services. In addition, they provide daily information and consultative services to human services organizations and other local entities. The Intake & Referral Specialists also attend networking meetings and stay updated on rapidly changing programs from the Illinois Department of Healthcare and Family Services, ensuring they are informed about the latest resources available in the community. They utilize the 211dupage.gov resource database to provide timely and accurate referrals to residents.

The County's outreach efforts extend further through active participation in various community networks and programs. DuPage County Department of Community Services is a key participant in the DuPage County Housing Continuum of Care, the Transitional Housing Network/SHIFT Program, ADAPT, and the Parent's Alliance Employment Project. It also collaborates with the 211 Illinois Board and Inform Illinois. As the lead agency for The Continuum of Care, the County provides funding through Community Development Block Grant (CDBG). Additionally, the CSBG coordinator plays a significant role on the boards of several non-profits, including Illinois Ventures in Community Action (IVCA), Parents Alliance Employment Project, DuPage Early Childhood Collaborative Steering Committee, Inform USA, and Inform Illinois, contributing to program development and policymaking.

Programs like Parent's Alliance Employment Project, a partner with workNet DuPage, provide specialized services to disabled residents who are unemployed, underemployed, or in need of job coaching. Inform Illinois offers training, policy guidance, and networking opportunities to member agencies that serve as information and referral providers throughout Illinois. Inform USA supports training, accreditation, certification, and policy guidance to agencies across the United States and Canada.

In addition to these coordinated outreach efforts, 211 DuPage serves as a vital resource, providing 24/7 connections to local services through various channels, including online, phone, and text. These comprehensive outreach strategies ensure that residents are well-informed and can access the diverse range of services available to them in DuPage County.

## CONCLUSION

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The 2024 DuPage County Community Needs Assessment is a vital tool for understanding and addressing the complex needs of the community. By drawing on a wide range of data sources and incorporating diverse perspectives, this assessment provides a thorough and actionable plan for improving the quality of life for all residents, particularly those in low-income and underserved populations.

The recommendations outlined in this report are designed to guide the allocation of CSBG funds and inform the development of policies and programs that are responsive to the needs of DuPage County residents. Through continued collaboration, innovation, and commitment to equity, DuPage County can make significant strides toward reducing poverty, enhancing community well-being, and ensuring that all residents have the opportunity to thrive.

# Appendices

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# Appendix A: Reference Materials

## **Section 1: IACAA Community Profile**

# Community Needs Assessment

## Location

DuPage County, IL

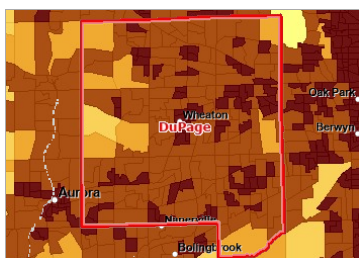
## Demographics

### Total Population

A total of 930,559 people live in the 327.84 square mile report area defined for this assessment according to the U.S. Census Bureau American Community Survey 2018-22 5-year estimates. The population density for this area, estimated at 2,838 persons per square mile, is greater than the national average population density of 94 persons per square mile.

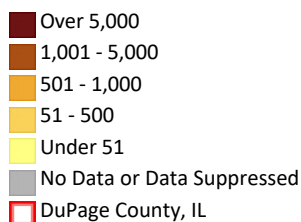
Report Area	Total Population	Total Land Area (Square Miles)	Population Density (Per Square Mile)
DuPage County, IL	930,559	327.84	2,838
Illinois	12,757,634	55,513.20	230
United States	331,097,593	3,533,269.34	94

Data Source: US Census Bureau, American Community Survey, 2018-22.



[View larger map](#)

Population, Density (Persons per Sq Mile) by Tract, ACS 2018-22

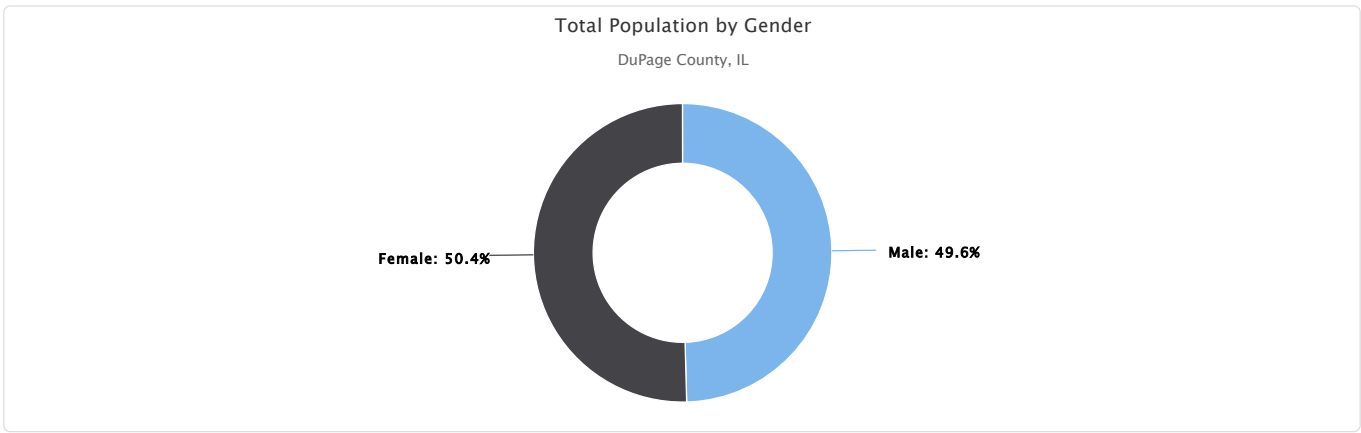


### Total Population by Gender

This indicator reports the total population of the report area by gender. The percentage values could be interpreted as, of all the population within the report area, the male population is 49.57%; the female population is 50.43%.

Report Area	Male	Female	Male, Percent	Female, Percent
DuPage County, IL	461,287	469,272	49.57%	50.43%
Illinois	6,313,019	6,444,615	49.48%	50.52%
United States	164,200,298	166,897,295	49.59%	50.41%

Data Source: US Census Bureau, American Community Survey, 2018-22.

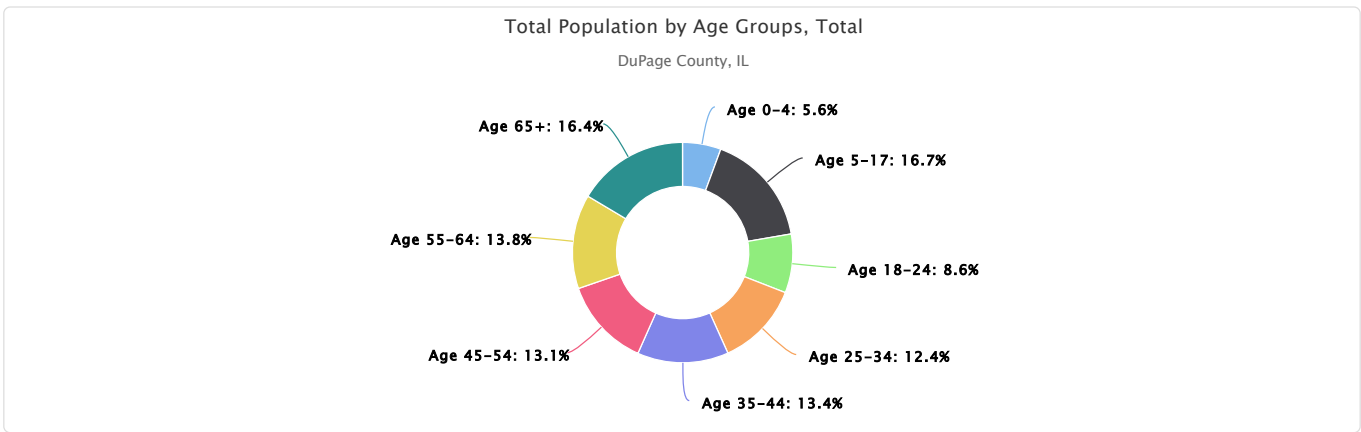


### Total Population by Age Groups, Total

This indicator reports the total population of the report area by age groups.

Report Area	Age 0-4	Age 5-17	Age 18-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65+
DuPage County, IL	52,333	155,139	80,206	114,989	124,498	121,587	128,788	153,019
Illinois	721,165	2,099,312	1,190,741	1,735,194	1,673,766	1,607,931	1,658,618	2,070,907
United States	19,004,925	54,208,780	31,282,896	45,388,153	42,810,359	41,087,357	42,577,475	54,737,648

Data Source: US Census Bureau, [American Community Survey](#), 2018-22.



### Total Population by Age Groups, Percent

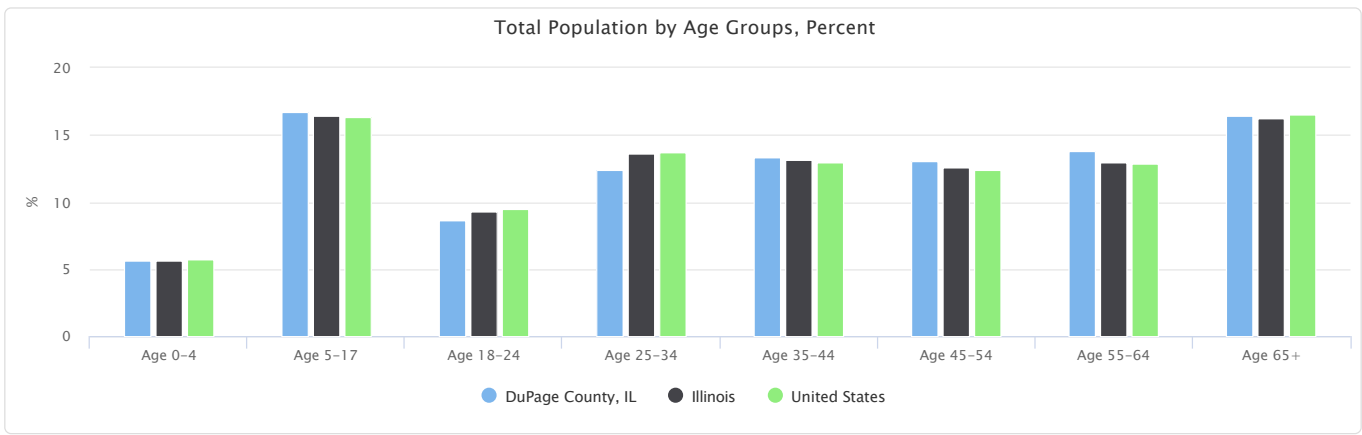
This indicator reports the percentage of age groups in the population of the report area.

The percentage values could be interpreted as, for example, "Of the total population in the report area, the percentage of population age 0-4 is (value)."

Report Area	Age 0-4	Age 5-17	Age 18-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65+
DuPage County, IL	5.62%	16.67%	8.62%	12.36%	13.38%	13.07%	13.84%	16.44%
Illinois	5.65%	16.46%	9.33%	13.60%	13.12%	12.60%	13.00%	16.23%
United States	5.74%	16.37%	9.45%	13.71%	12.93%	12.41%	12.86%	16.53%

Data Source: US Census Bureau, [American Community Survey](#), 2018-22.



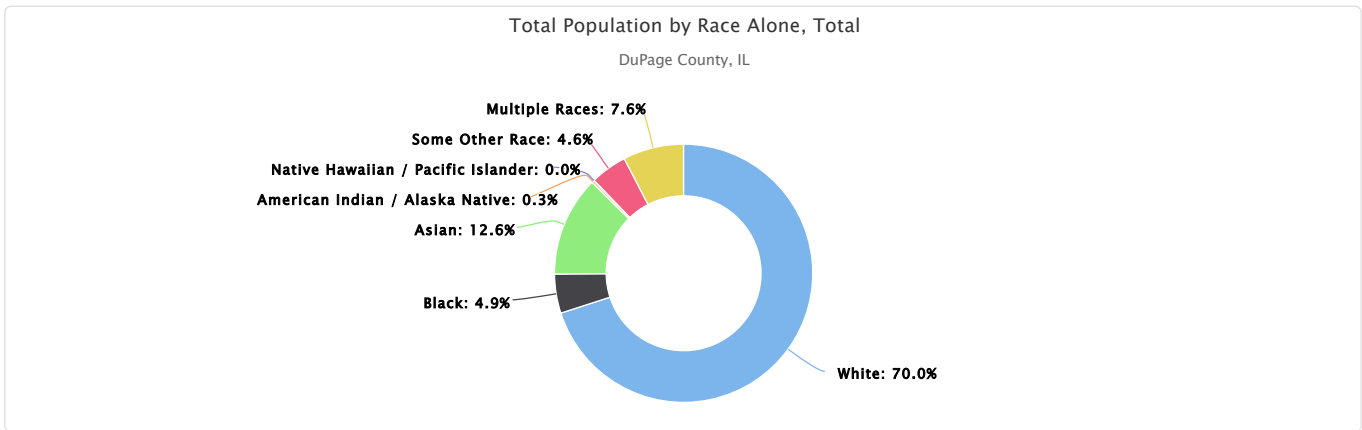


### Total Population by Race Alone, Total

This indicator reports the total population of the report area by race alone.

Report Area	White	Black	Asian	American Indian / Alaska Native	Native Hawaiian / Pacific Islander	Some Other Race	Multiple Races
DuPage County, IL	651,437	45,625	116,819	2,746	361	42,819	70,752
Illinois	8,388,659	1,774,605	738,071	55,819	5,476	842,553	952,451
United States	218,123,424	41,288,572	19,112,979	2,786,431	624,863	20,018,544	29,142,780

Data Source: US Census Bureau, American Community Survey, 2018-22.



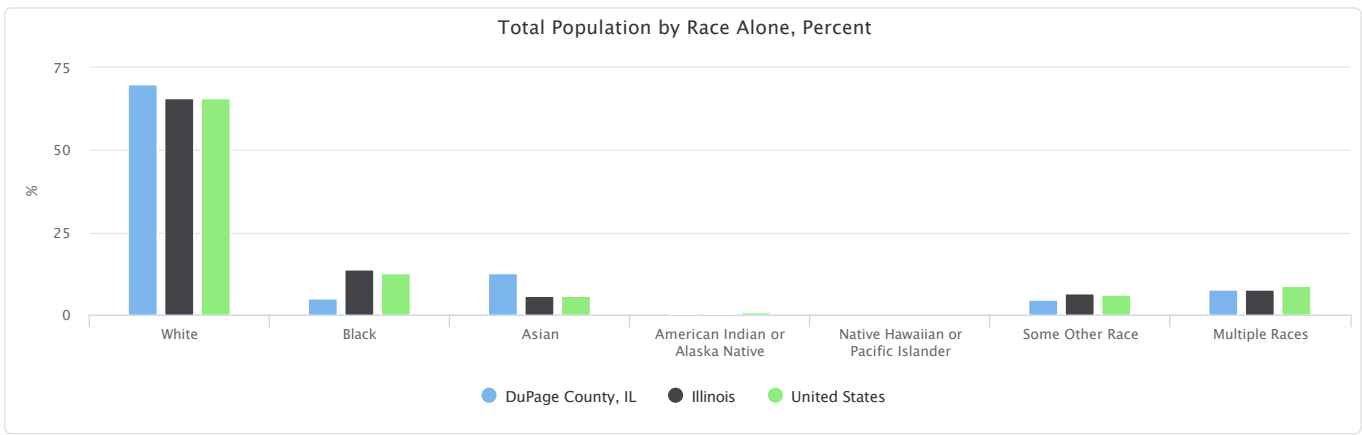
### Total Population by Race Alone, Percent

This indicator reports the percentage of population by race alone in the report area.

The percentage values could be interpreted as, for example, "Of all the population in the report area, the percentage of population who are white is (value)."

Report Area	White	Black	Asian	American Indian or Alaska Native	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Races
DuPage County, IL	70.00%	4.90%	12.55%	0.30%	0.04%	4.60%	7.60%
Illinois	65.75%	13.91%	5.79%	0.44%	0.04%	6.60%	7.47%
United States	65.88%	12.47%	5.77%	0.84%	0.19%	6.05%	8.80%

Data Source: US Census Bureau, American Community Survey, 2018-22.



### Total Population by Race Alone or in Combination with One or More Other Races, Total

This indicator reports the total population of the report area by race alone or in combination with one or more other races.

Report Area	White	Black	Asian	American Indian / Alaska Native	Native Hawaiian / Pacific Islander	Some Other Race
DuPage County, IL	717,368	56,325	130,735	8,604	1,532	89,968
Illinois	9,277,951	1,971,436	863,490	157,665	17,942	1,476,071
United States	244,954,342	47,498,346	23,330,887	6,749,000	1,513,124	38,354,036

Data Source: US Census Bureau, American Community Survey, 2018-22.

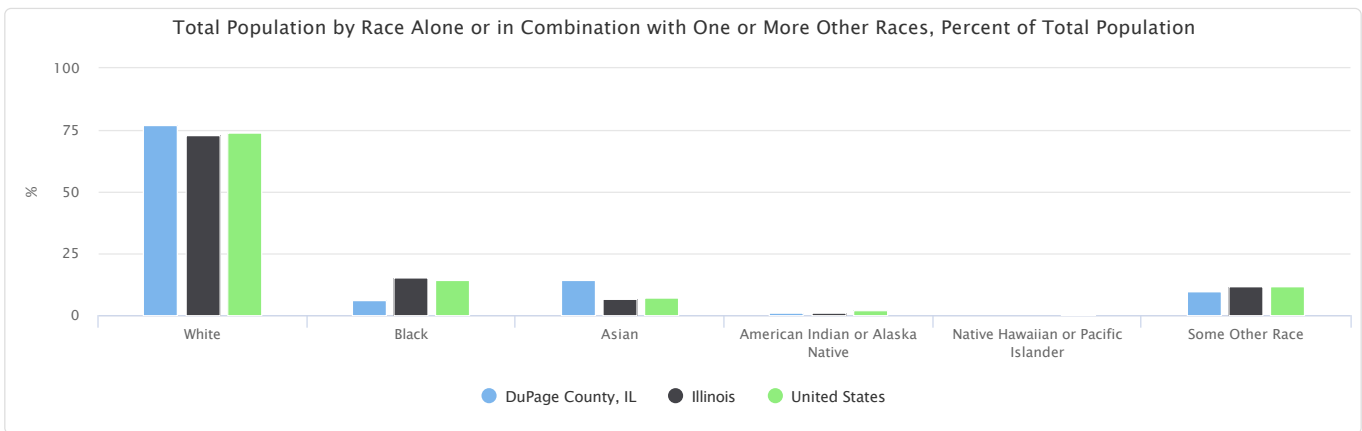
### Total Population by Race Alone or in Combination with One or More Other Races, Percent of Total Population

This indicator reports the percentage of population by race alone or in combination with one or more other races in the report area.

The percentage values could be interpreted as, for example, "Of all the population in the report area, the percentage of population who are white alone or in combination with one or more other races is (value)."

Report Area	White	Black	Asian	American Indian or Alaska Native	Native Hawaiian or Pacific Islander	Some Other Race
DuPage County, IL	77.09%	6.05%	14.05%	0.92%	0.16%	9.67%
Illinois	72.72%	15.45%	6.77%	1.24%	0.14%	11.57%
United States	73.98%	14.35%	7.05%	2.04%	0.46%	11.58%

Data Source: US Census Bureau, American Community Survey, 2018-22.

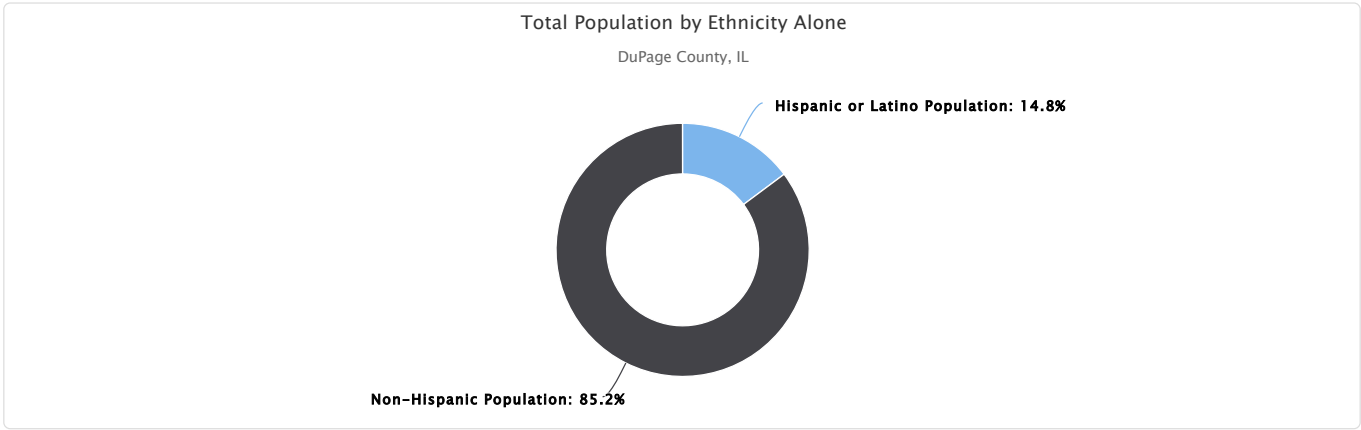


### Total Population by Ethnicity Alone

This indicator reports the total population of the report area by ethnicity alone.

Report Area	Total Population	Hispanic or Latino Population	Hispanic or Latino Population, Percent	Non-Hispanic Population	Non-Hispanic Population, Percent
DuPage County, IL	930,559	137,806	14.81%	792,753	85.19%
Illinois	12,757,634	2,275,704	17.84%	10,481,930	82.16%
United States	331,097,593	61,755,866	18.65%	269,341,727	81.35%

Data Source: US Census Bureau, American Community Survey, 2018-22.

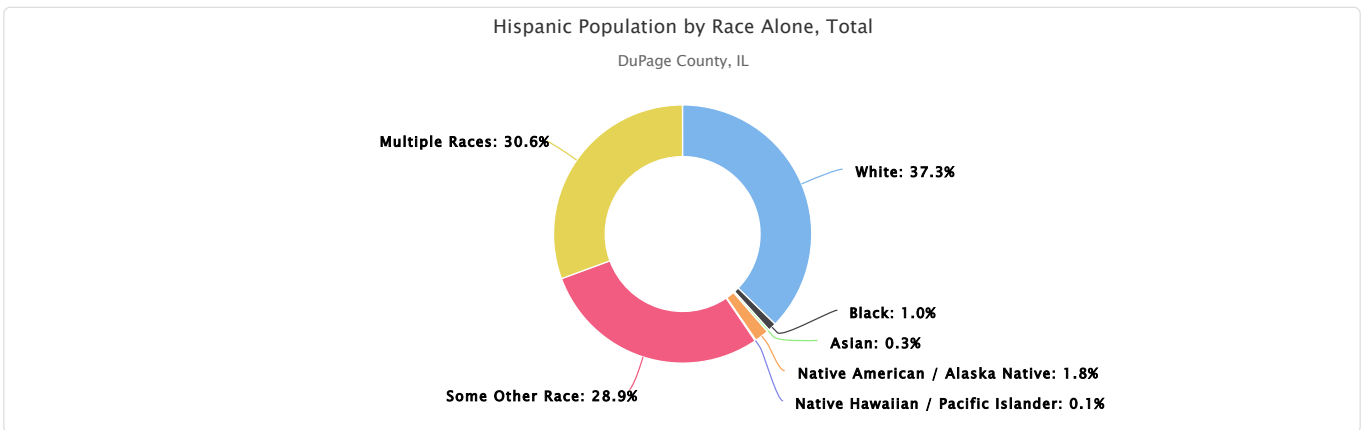


### Hispanic Population by Race Alone, Total

This indicator reports the total of Hispanic or Latino population in the report area by race alone.

Report Area	White	Black	Asian	American Indian or Alaska Native	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Races
DuPage County, IL	51,403	1,433	380	2,443	177	39,791	42,179
Illinois	787,044	30,454	6,874	45,700	2,497	802,386	600,749
United States	23,236,960	1,142,180	239,537	960,145	63,302	18,600,063	17,513,679

Data Source: US Census Bureau, American Community Survey, 2018-22.



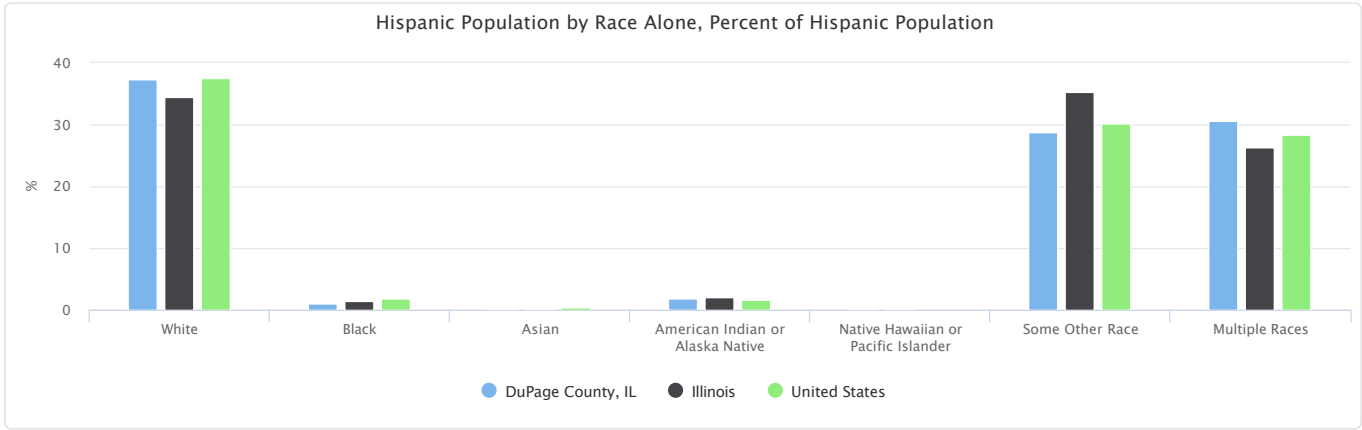
### Hispanic Population by Race Alone, Percent of Hispanic Population

This indicator reports the percentage of Hispanic or Latino population in the report area by race alone.

The percentage values could be interpreted as, for example, "Of all the Hispanic population in the report area, the percentage of population who are white is (value)."

Report Area	White	Black	Asian	American Indian or Alaska Native	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Races
DuPage County, IL	37.30%	1.04%	0.28%	1.77%	0.13%	28.87%	30.61%
Illinois	34.58%	1.34%	0.30%	2.01%	0.11%	35.26%	26.40%
United States	37.63%	1.85%	0.39%	1.55%	0.10%	30.12%	28.36%

Data Source: US Census Bureau, American Community Survey, 2018-22.

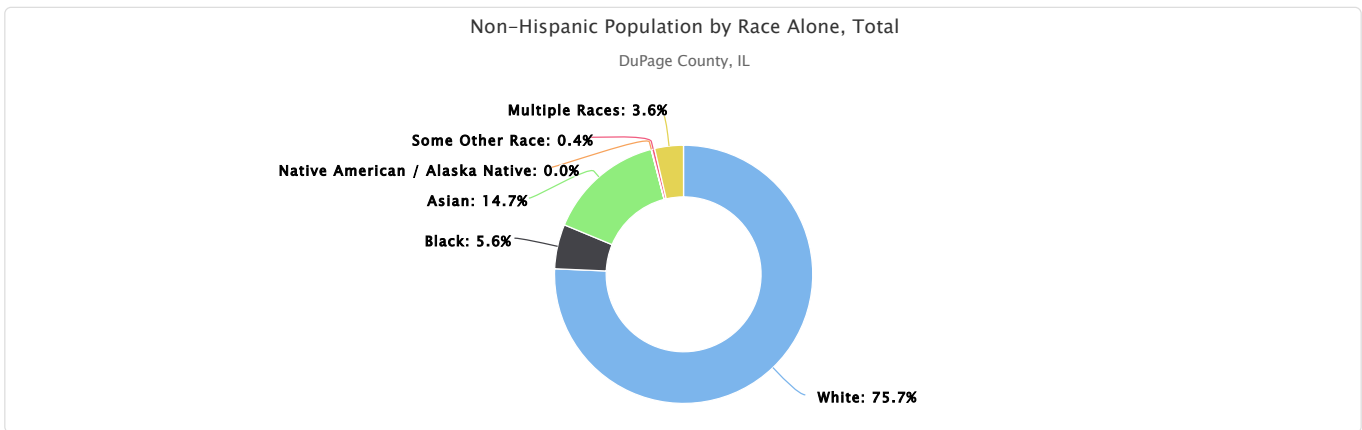


### Non-Hispanic Population by Race Alone, Total

This indicator reports the total non-Hispanic population in the report area by race alone.

Report Area	White	Black	Asian	American Indian or Alaska Native	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Races
DuPage County, IL	600,034	44,192	116,439	303	184	3,028	28,573
Illinois	7,601,615	1,744,151	731,197	10,119	2,979	40,167	351,702
United States	194,886,464	40,146,392	18,873,442	1,826,286	561,561	1,418,481	11,629,101

Data Source: US Census Bureau, American Community Survey, 2018-22.



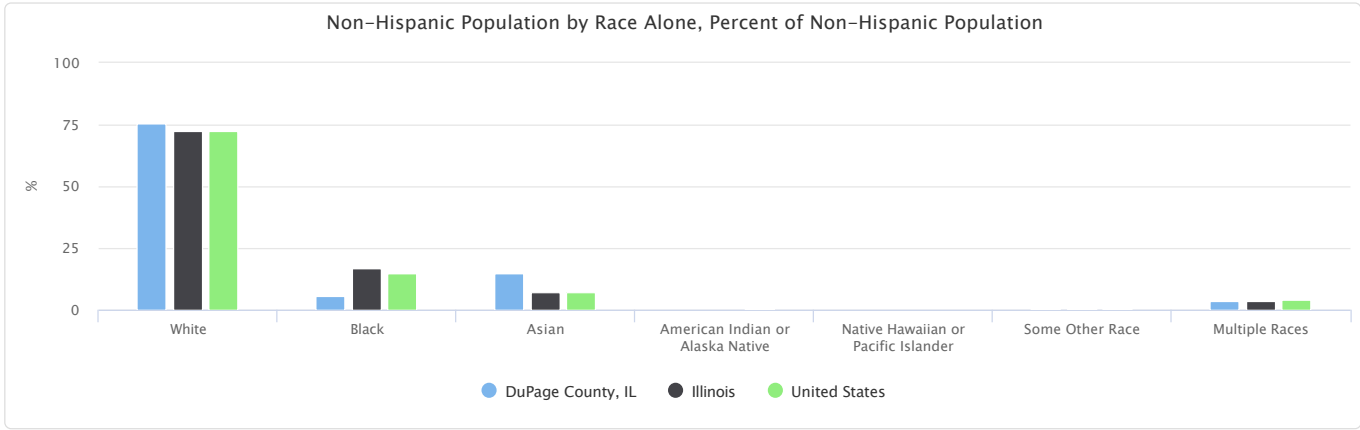
### Non-Hispanic Population by Race Alone, Percent of Non-Hispanic Population

This indicator reports the percentage of the non-Hispanic population in the report area by race alone.

The percentage values could be interpreted as, for example, "Of all the non-Hispanic population in the report area, the percentage of population who are white is (value)."

Report Area	White	Black	Asian	American Indian or Alaska Native	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Races
DuPage County, IL	75.69%	5.57%	14.69%	0.04%	0.02%	0.38%	3.60%
Illinois	72.52%	16.64%	6.98%	0.10%	0.03%	0.38%	3.36%
United States	72.36%	14.91%	7.01%	0.68%	0.21%	0.53%	4.32%

Data Source: US Census Bureau, American Community Survey, 2018-22.



### Total Population by Combined Race and Ethnicity

This indicator reports the percentage of the total population in the report area by combined race and ethnicity.

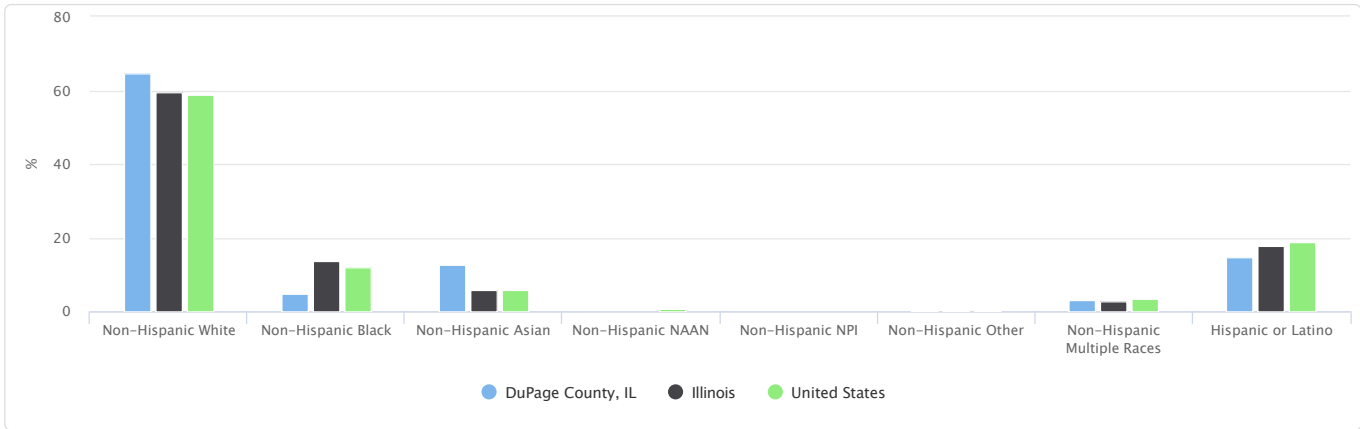
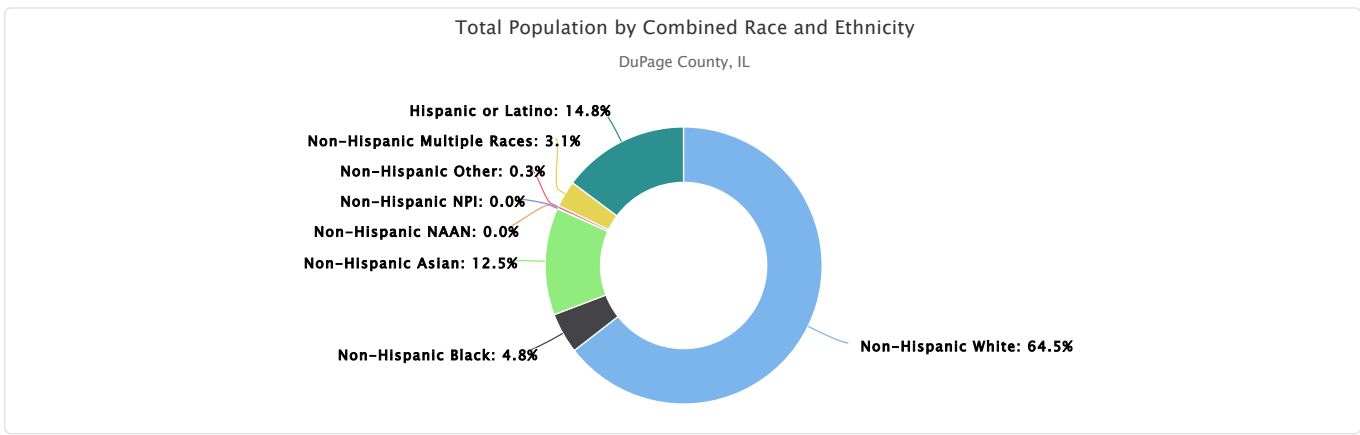
The percentage values could be interpreted as, for example, "Of all the population in the report area, the percentage of population who are non-Hispanic white is (value)."

Note: Some of the combined race/ethnicity groups use acronyms for their names in the following table and chart. The full forms are as followed:

- Non-Hispanic NAAN = Non-Hispanic Native American or Alaska Native
- Non-Hispanic NPI = Non-Hispanic Native Hawaiian or Pacific Islander
- Non-Hispanic Other = Non-Hispanic Some Other Race

Report Area	Non-Hispanic White	Non-Hispanic Black	Non-Hispanic Asian	Non-Hispanic NAAN	Non-Hispanic NPI	Non-Hispanic Other	Non-Hispanic Multiple Races	Hispanic or Latino
DuPage County, IL	64.48%	4.75%	12.51%	0.03%	0.02%	0.33%	3.07%	14.81%
Illinois	59.58%	13.67%	5.73%	0.08%	0.02%	0.31%	2.76%	17.84%
United States	58.86%	12.13%	5.70%	0.55%	0.17%	0.43%	3.51%	18.65%

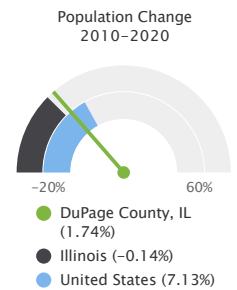
Data Source: US Census Bureau, American Community Survey, 2018-22.



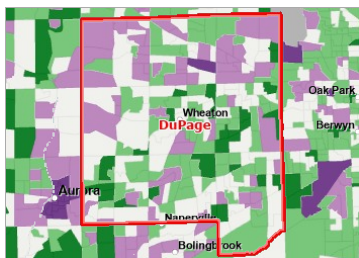
## Total Population Change, 2010 - 2020

According to the United States Census Bureau Decennial Census, between 2010 and 2020 the population in the report area grew by 15,970 persons, a change of 1.74%. A significant positive or negative shift in total population over time impacts healthcare providers and the utilization of community resources.

Report Area	Total Population, 2010 Census	Total Population, 2020 Census	Population Change, 2010-2020	Population Change, 2010-2020, Percent
DuPage County, IL	916,907	932,877	15,970	1.74%
Illinois	12,830,633	12,812,508	-18,125	-0.14%
United States	312,471,161	334,735,155	22,263,994	7.13%

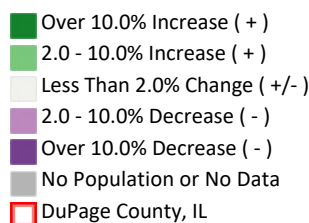


Note: This indicator is compared to the state average.  
Data Source: US Census Bureau, Decennial Census, 2020.



[View larger map](#)

### Population Change, Percent by Tract, US Census Bureau 2010 - 2020



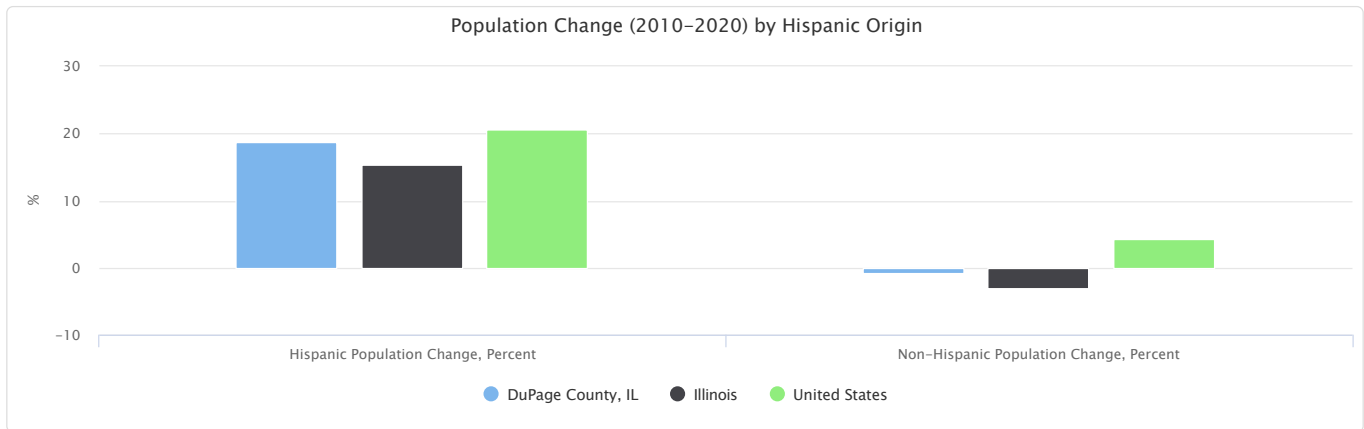
## Population Change (2010-2020) by Hispanic Origin

This indicator reports the Hispanic or Latino population change in the report area.

The percentage values could be interpreted as, for example, "Of all the Hispanic population within the report area, there is a population change of (value) during the report time period."

Report Area	Hispanic Population Change, Total	Hispanic Population Change, Percent	Non-Hispanic Population Change, Total	Non-Hispanic Population Change, Percent
DuPage County, IL	22,788	18.76%	-6,815	-0.86%
Illinois	309,833	15.28%	-327,945	-3.04%
United States	11,163,011	20.61%	11,100,922	4.30%

Data Source: US Census Bureau, *Decennial Census*, 2020.



### Total Population Change (2010-2020) by Race

This indicator reports the total population change of the report area by combined race and ethnicity.

Note: Some of the combined race/ethnicity groups use acronyms for their names in the following table. The full forms are as followed:

- Non-Hispanic AIAN = Non-Hispanic American Indian or Alaska Native
- Non-Hispanic NPI = Non-Hispanic Native Hawaiian or Pacific Islander
- Non-Hispanic Other = Non-Hispanic Some Other Race

Report Area	Non-Hispanic White	Non-Hispanic Black	Non-Hispanic AIAN	Non-Hispanic Asian	Non-Hispanic NPI	Non-Hispanic Other	Non-Hispanic Multiple Race	Hispanic/Latino
DuPage County, IL	-54,675	3,174	-119	27,194	48	2,118	15,444	22,788
Illinois	-694,994	-57,307	-2,288	166,692	-18	29,072	230,900	309,833
United States	-5,122,185	2,254,139	4,595	5,153,427	140,453	1,087,053	7,583,494	11,163,011

Data Source: US Census Bureau, *Decennial Census*, 2020.

### Percent Population Change (2010-2020) by Race

This indicator reports the total population change of the report area by combined race and ethnicity.

The percentage values could be interpreted as, for example, "Of all the non-Hispanic white population within the report area, there is a population change of (value) during the report time period."

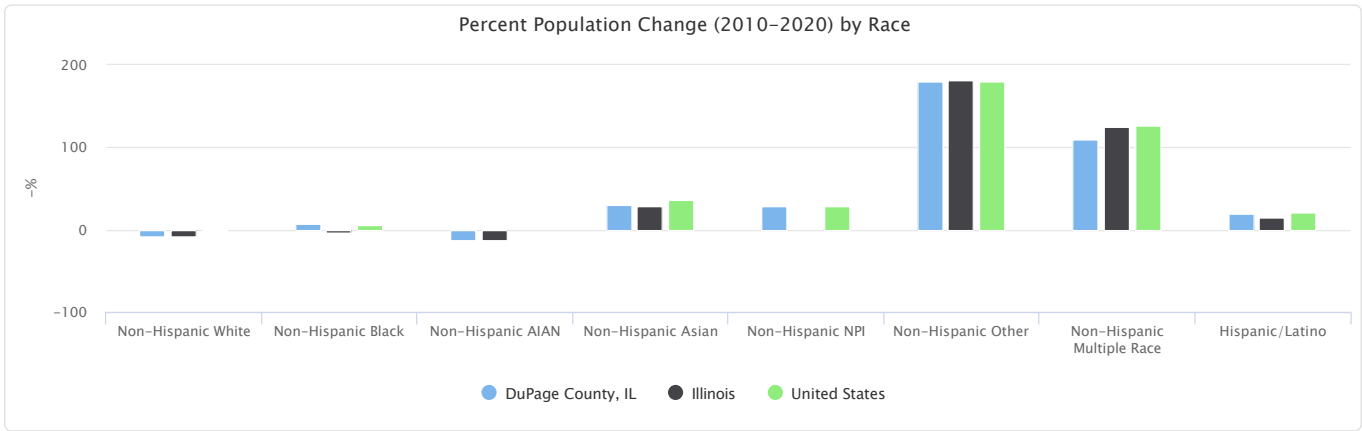
Note: Some of the combined race/ethnicity groups use acronyms for their names in the following table and chart. The full forms are as followed:

- Non-Hispanic AIAN = Non-Hispanic American Indian or Alaska Native

- Non-Hispanic NPI = Non-Hispanic Native Hawaiian or Pacific Islander
- Non-Hispanic Other = Non-Hispanic Some Other Race

Report Area	Non-Hispanic White	Non-Hispanic Black	Non-Hispanic AIAN	Non-Hispanic Asian	Non-Hispanic NPI	Non-Hispanic Other	Non-Hispanic Multiple Race	Hispanic/Latino
DuPage County, IL	-8.46%	7.74%	-12.00%	29.63%	28.07%	179.34%	109.32%	18.76%
Illinois	-8.51%	-3.13%	-12.14%	28.71%	-0.60%	181.61%	125.52%	15.28%
United States	-2.60%	5.98%	0.20%	35.62%	29.16%	179.59%	127.07%	20.61%

Data Source: US Census Bureau, Decennial Census, 2020.

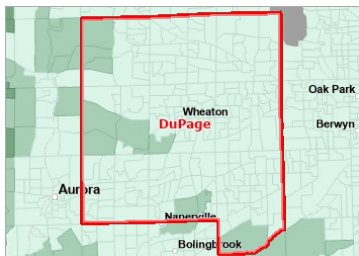


## Urban and Rural Population

This indicator reports the percentage of population living in urban and rural areas as of 2020. Urban areas are identified using population density, count, and size thresholds. Urban areas also include territory with a high degree of impervious surface (development). Rural areas are all areas that are not urban. Of the report areas 932,877 population, 931,125 or 99.81% of the population is classified urban while 1,752 or 0.19% is rural.

Report Area	Total Population	Urban Population	Rural Population	Urban Population, Percent	Rural Population, Percent
DuPage County, IL	932,877	931,125	1,752	99.81%	0.19%
Illinois	12,812,508	11,137,590	1,674,918	86.93%	13.07%
United States	331,449,281	265,149,027	66,300,254	80.00%	20.00%

Data Source: US Census Bureau, Decennial Census, 2020.



[View larger map](#)

### Population Living in Rural Areas, Percent by Tract, US Census Bureau 2020

- Over 99.0%
- 17.0 - 99.0%
- Under 17.0%
- No Rural Population
- No Data or Data Suppressed
- DuPage County, IL

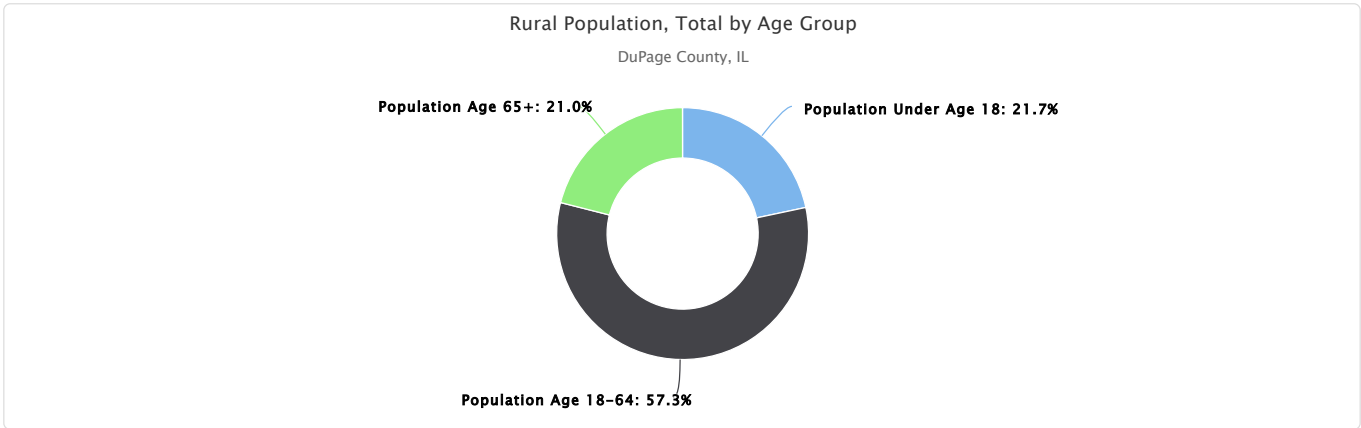
## Rural Population, Total by Age Group

This indicator reports the total rural population of the report area by age group.



Report Area	Population Under Age 18	Population Age 18-64	Population Age 65+
DuPage County, IL	377	997	366
Illinois	347,109	962,038	350,873
United States	13,901,034	38,682,984	13,426,319

Data Source: US Census Bureau, Decennial Census, 2020.



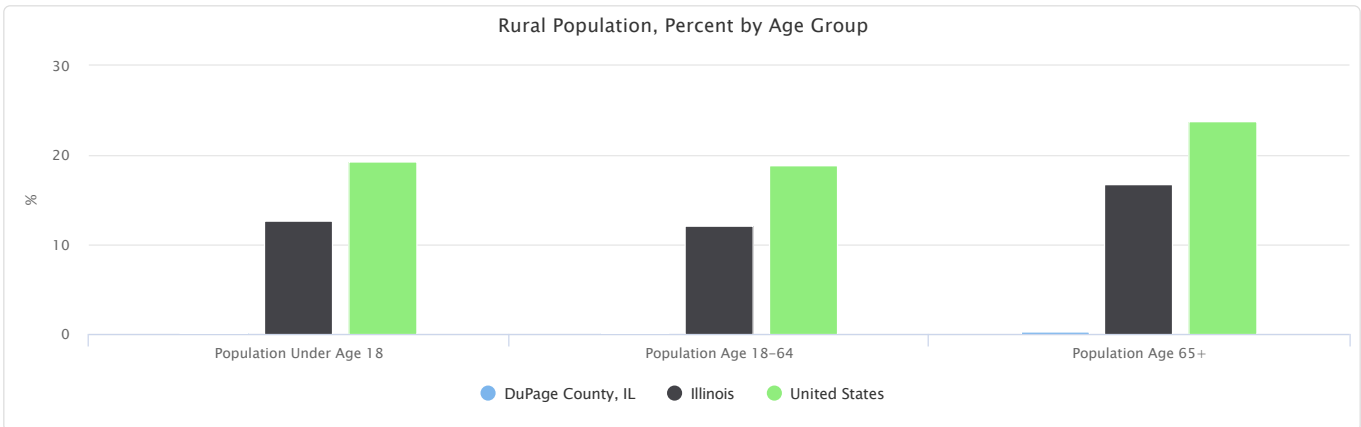
### Rural Population, Percent by Age Group

This indicator reports the total rural population of the report area by age group.

The percentage values could be interpreted as, for example, "Of all the population under age 18 within the report area, the proportion of rural population is (value)."

Report Area	Population Under Age 18	Population Age 18-64	Population Age 65+
DuPage County, IL	0.19%	0.17%	0.24%
Illinois	12.71%	12.17%	16.76%
United States	19.35%	18.91%	23.75%

Data Source: US Census Bureau, Decennial Census, 2020.

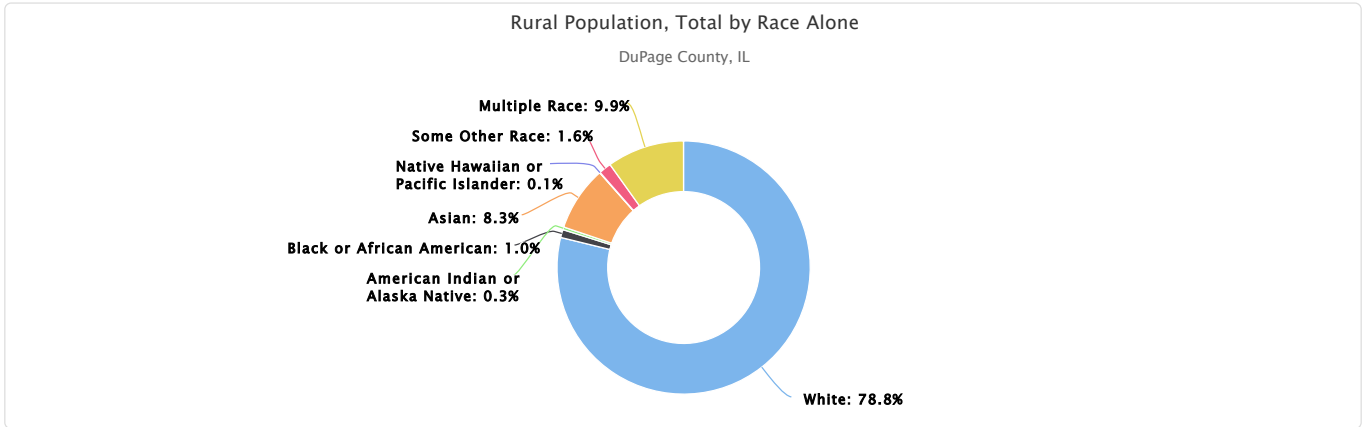


### Rural Population, Total by Race Alone

This indicator reports the total rural population of the report area by race alone.

Report Area	White	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	1,381	18	6	145	1	28	173
Illinois	1,529,056	30,399	4,154	8,714	430	24,008	78,157
United States	54,088,660	3,902,208	1,209,823	611,072	67,638	2,238,639	4,449,180

Data Source: US Census Bureau, *Decennial Census*, 2020.



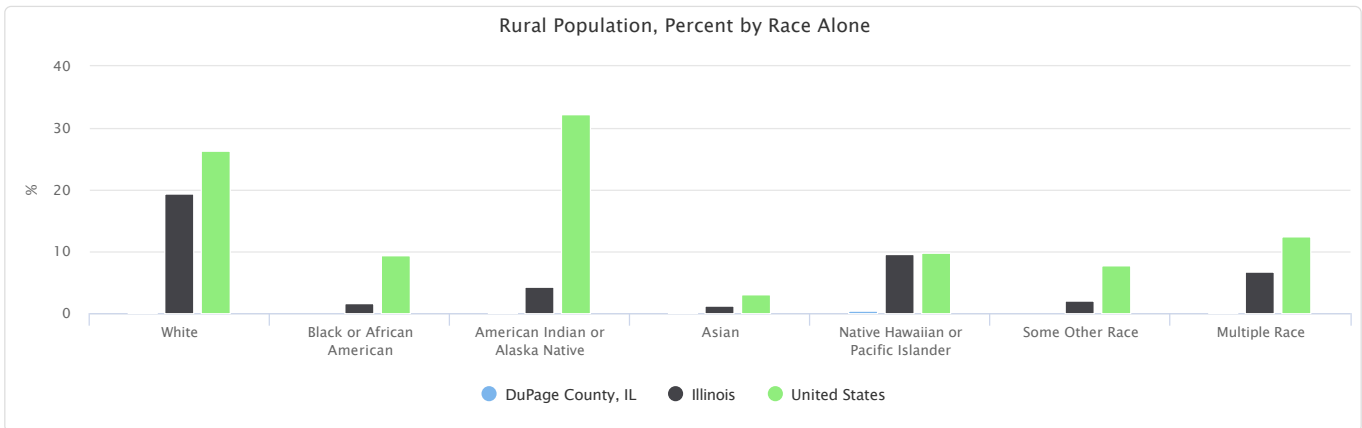
### Rural Population, Percent by Race Alone

This indicator reports the percentage of rural population in the report area by race alone.

The percentage values could be interpreted as, for example, "Of all the white population within the report area, the proportion of rural population is (value)."

Report Area	White	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	0.22%	0.04%	0.12%	0.12%	0.32%	0.04%	0.21%
Illinois	19.43%	1.68%	4.30%	1.15%	9.55%	2.11%	6.83%
United States	26.41%	9.44%	32.30%	3.07%	9.79%	7.79%	12.54%

Data Source: US Census Bureau, *Decennial Census*, 2020.



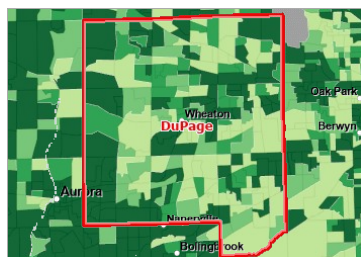
### Families with Children

According to the most recent American Community Survey estimates, 31.94% of all occupied households in the report area are family households with one or more child(ren) under the age of 18. As defined by the US Census Bureau, a family household is any housing unit in which the householder is living with one or more individuals related to him or her by birth, marriage, or

adoption. A non-family household is any household occupied by the householder alone, or by the householder and one or more unrelated individuals.

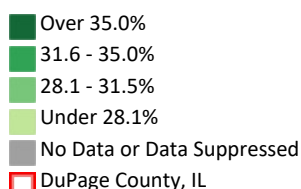
Report Area	Total Households	Total Family Households	Families with Children (Age 0-17)	Families with Children (Age 0-17), Percent of Total Households
DuPage County, IL	348,870	244,418	111,428	31.94%
Illinois	4,968,761	3,134,103	1,450,902	29.20%
United States	125,736,353	81,432,908	37,622,481	29.92%

Data Source: US Census Bureau, American Community Survey, 2018-22.



[View larger map](#)

Households with Children (Age 0-17), Percent by Tract, ACS 2018-22

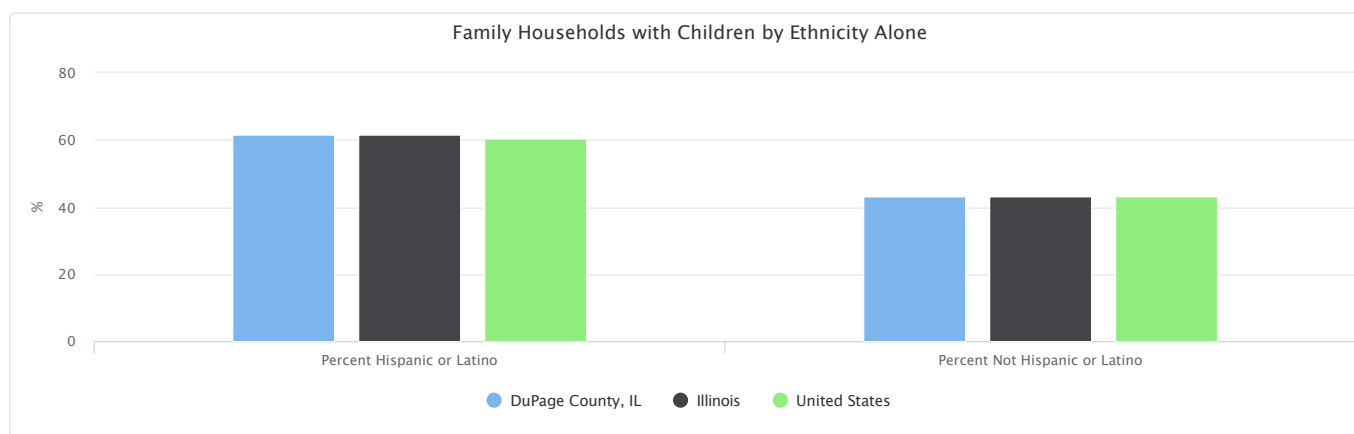


## Family Households with Children by Ethnicity Alone

This indicator reports the total and percentage of family households with children by ethnicity alone. The percentage values could be interpreted as, for example, "Of all the Hispanic or Latino family households in the report area, the percentage of households with children under 18 is (value)."

Report Area	Total Hispanic or Latino	Total Not Hispanic or Latino	Percent Hispanic or Latino	Percent Not Hispanic or Latino
DuPage County, IL	18,445	92,705	61.69%	43.22%
Illinois	296,264	1,148,211	61.52%	43.29%
United States	7,951,467	29,491,824	60.51%	43.18%

Data Source: US Census Bureau, American Community Survey, 2018-22.

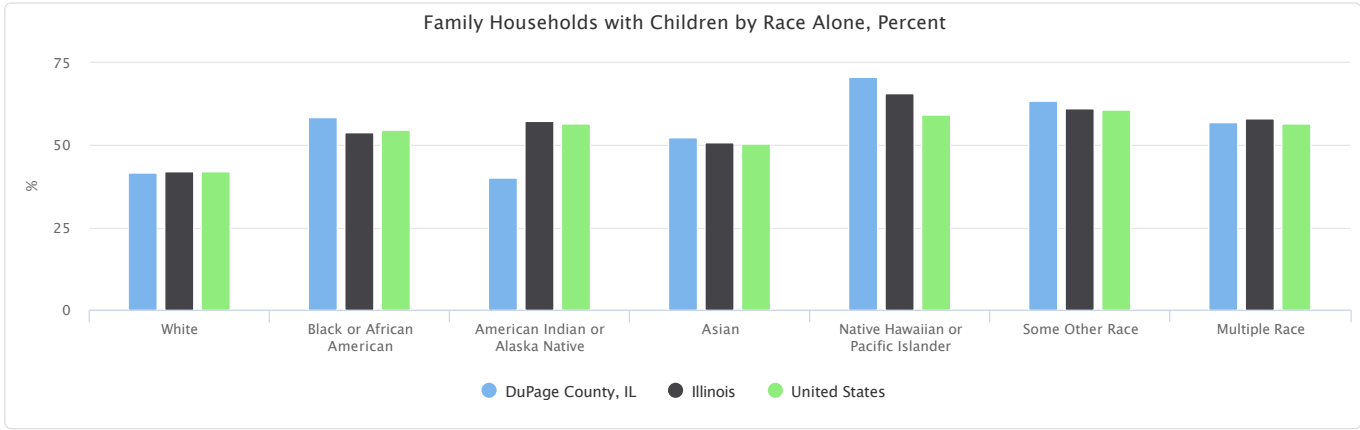


## Family Households with Children by Race Alone, Percent

This indicator reports the percentage of family households with children by race alone. The percentage values could be interpreted as, for example, "Of all the white family households in the report area, the percentage of households with children under 18 is (value)."

Report Area	White	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	41.62%	58.46%	40.06%	52.45%	70.91%	63.36%	56.83%
Illinois	42.01%	53.83%	57.34%	51.04%	65.79%	61.16%	58.33%
United States	41.92%	54.60%	56.60%	50.66%	59.15%	61.03%	56.56%

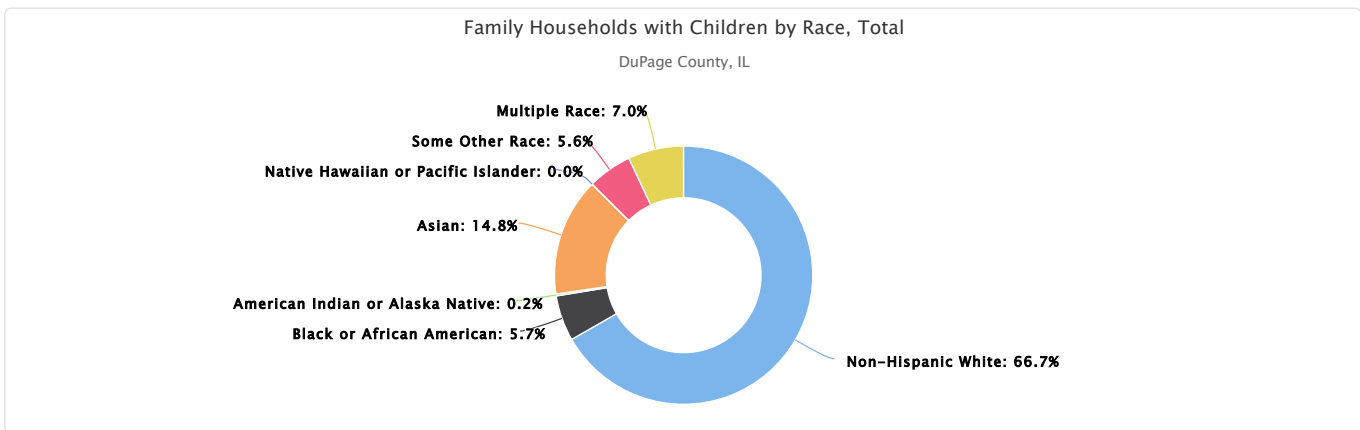
Data Source: US Census Bureau, American Community Survey, 2018-22.



### Family Households with Children by Race, Total

Report Area	Non-Hispanic White	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	74,147	6,355	262	16,429	39	6,175	7,743
Illinois	922,154	206,674	7,215	92,677	700	112,764	102,291
United States	23,924,399	4,987,865	340,220	2,337,704	76,073	2,618,063	3,158,967

Data Source: US Census Bureau, American Community Survey, 2018-22.

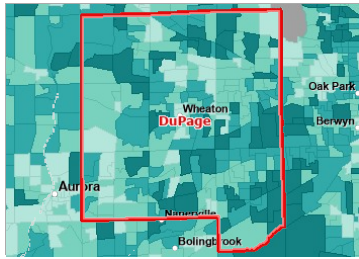


### Median Age

Of the estimated 930,559 total population in the report area, the median age of all persons is 39.9. This indicates that the report population as a whole generally trends older than the state, which has a median age of 38.7. These data are based on the latest U.S. Census Bureau American Community Survey 5-year estimates.

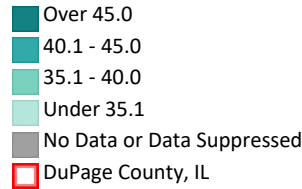
Report Area	Total Population	Median Age
DuPage County, IL	930,559	39.9
Illinois	12,757,634	38.7
United States	331,097,593	38.5

Data Source: US Census Bureau, American Community Survey, 2018-22.



[View larger map](#)

Median Age by Tract, ACS 2018-22

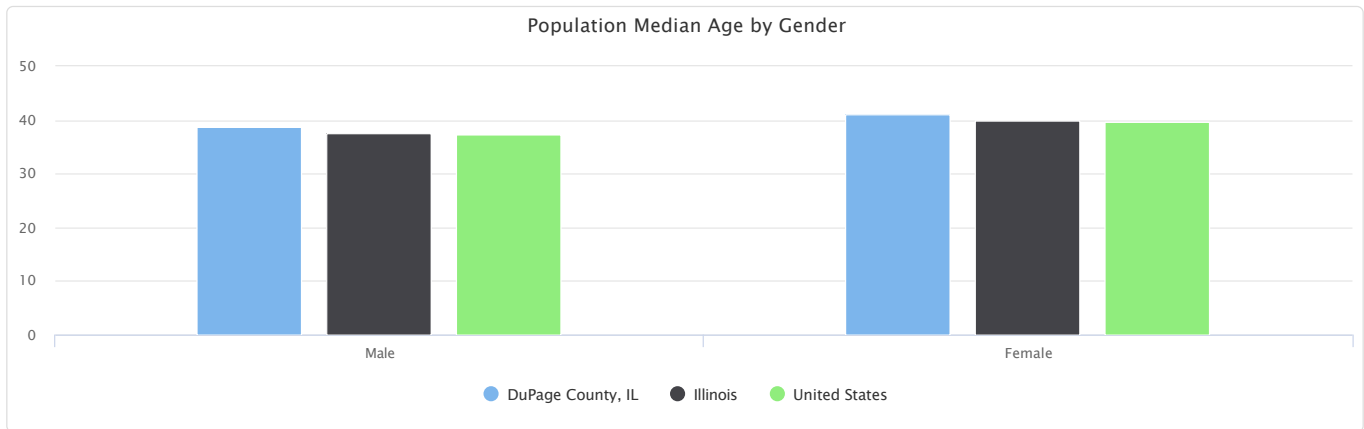


## Population Median Age by Gender

This indicator reports the median age of the population by gender.

Report Area	Male	Female
DuPage County, IL	38.7	41.0
Illinois	37.6	39.8
United States	37.4	39.7

Data Source: US Census Bureau, American Community Survey, 2018-22.

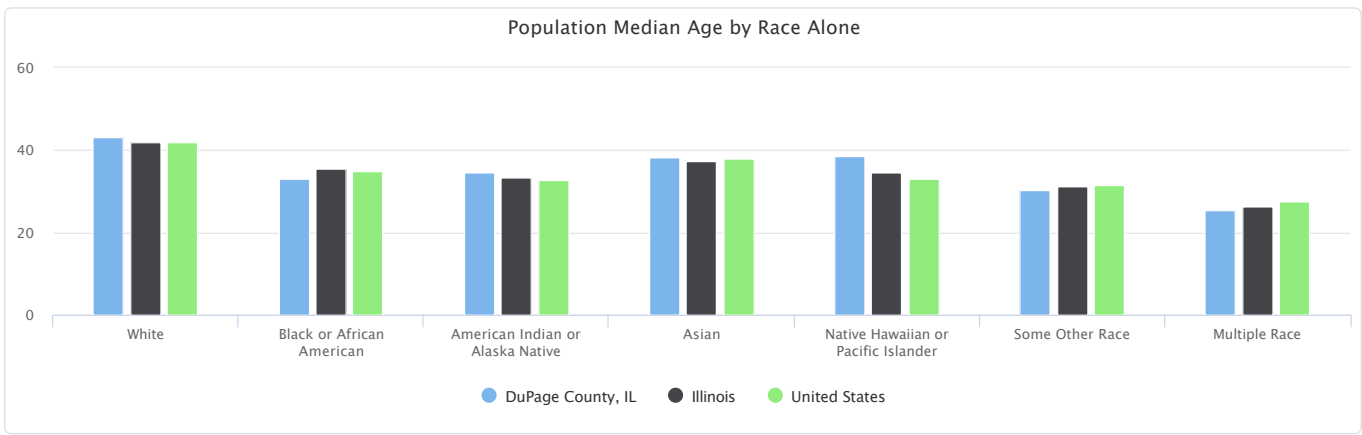


## Population Median Age by Race Alone

This indicator reports the median age of the population by race alone.

Report Area	White	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	43.2	33.2	34.6	38.3	38.5	30.2	25.3
Illinois	41.9	35.4	33.3	37.4	34.5	31.1	26.3
United States	41.9	34.8	32.9	37.9	33.1	31.4	27.6

Data Source: US Census Bureau, American Community Survey, 2018-22.

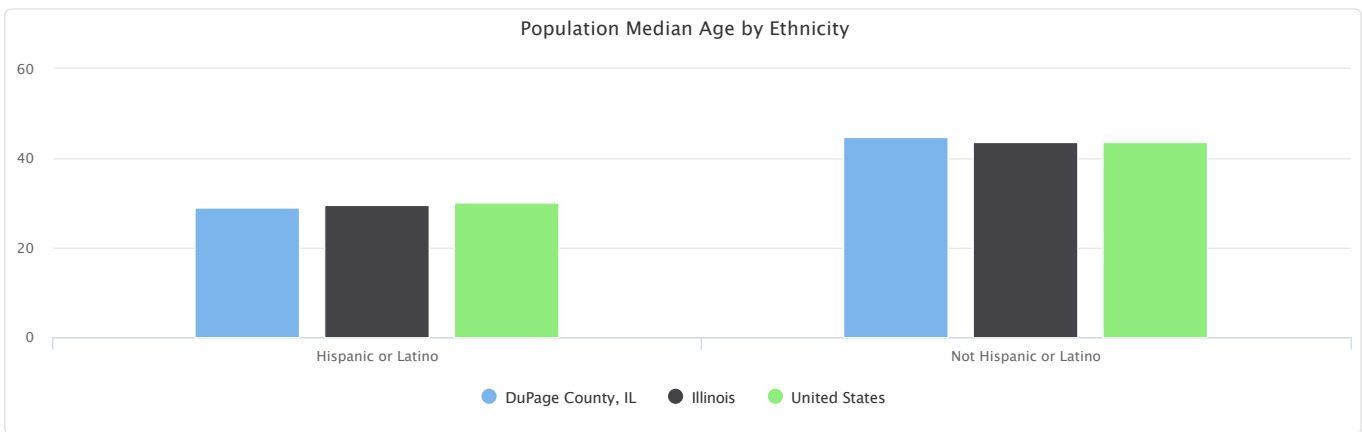


## Population Median Age by Ethnicity

This indicator reports the median age of the population by ethnicity.

Report Area	Hispanic or Latino	Not Hispanic or Latino
DuPage County, IL	29.0	44.9
Illinois	29.5	43.6
United States	30.1	43.8

Data Source: US Census Bureau, *American Community Survey*, 2018-22.

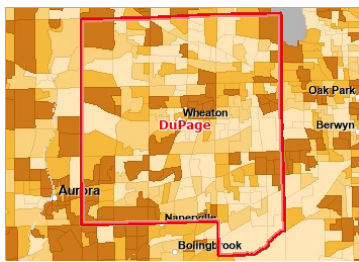


## Population Under Age 18

Of the estimated 930,559 total population in the report area, an estimated 207,472 persons are under the age of 18, representing 22.30% of the population. These data are based on the latest U.S. Census Bureau American Community Survey 5-year estimates. The number of persons under age 18 is relevant because this population has unique needs which should be considered separately from other age groups.

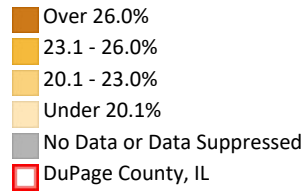
Report Area	Total Population	Population Age 0-17	Population Age 0-17, Percent
DuPage County, IL	930,559	207,472	22.30%
Illinois	12,757,634	2,820,477	22.11%
United States	331,097,593	73,213,705	22.11%

Data Source: US Census Bureau, *American Community Survey*, 2018-22.



[View larger map](#)

Population Age 0-17, Percent by Tract, ACS 2018-22

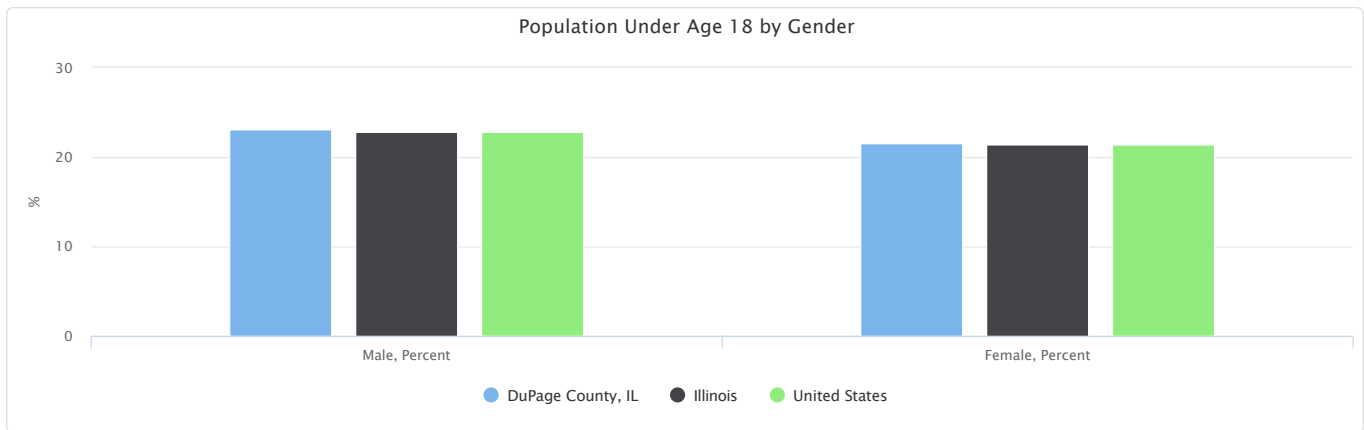


## Population Under Age 18 by Gender

This indicator reports the percentage of population that is under age 18 by gender, when compared to the total population all ages, by gender.

Report Area	Male	Female	Male, Percent	Female, Percent
DuPage County, IL	106,404	101,068	23.07%	21.54%
Illinois	1,442,734	1,377,743	22.85%	21.38%
United States	37,488,147	35,725,558	22.83%	21.41%

Data Source: US Census Bureau, American Community Survey, 2018-22.

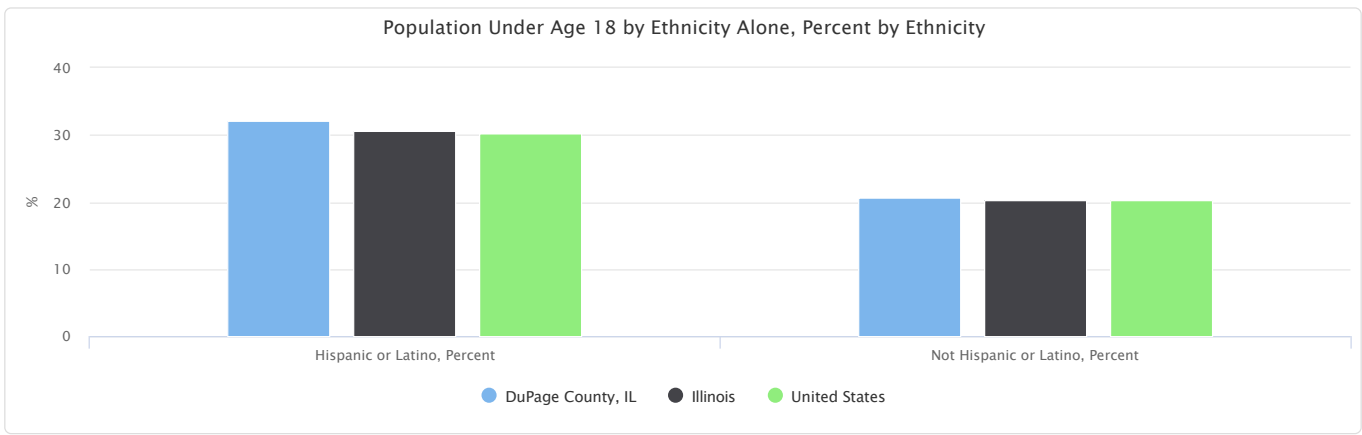


## Population Under Age 18 by Ethnicity Alone, Percent by Ethnicity

This indicator reports the percentage of population who are under age 18 by ethnicity alone during 2018-2022, according to the American Community Survey (ACS). Within the report area, there were 44,151 persons of Hispanic or Latino origin under age 18 in the report area, representing 32.04% of the Hispanic or Latino population. There were 163,321 persons not of Hispanic or Latino origin under age 18 in the report area, representing 20.60% of the total non-Hispanic population. Data for this indicator is only reported for individuals where age, race, and ethnicity were identified in the American Community Survey.

Report Area	Hispanic or Latino	Not Hispanic or Latino	Hispanic or Latino, Percent	Not Hispanic or Latino, Percent
DuPage County, IL	44,151	163,321	32.04%	20.60%
Illinois	698,567	2,121,910	30.70%	20.24%
United States	18,722,708	54,490,997	30.32%	20.23%

Data Source: US Census Bureau, American Community Survey, 2018-22.

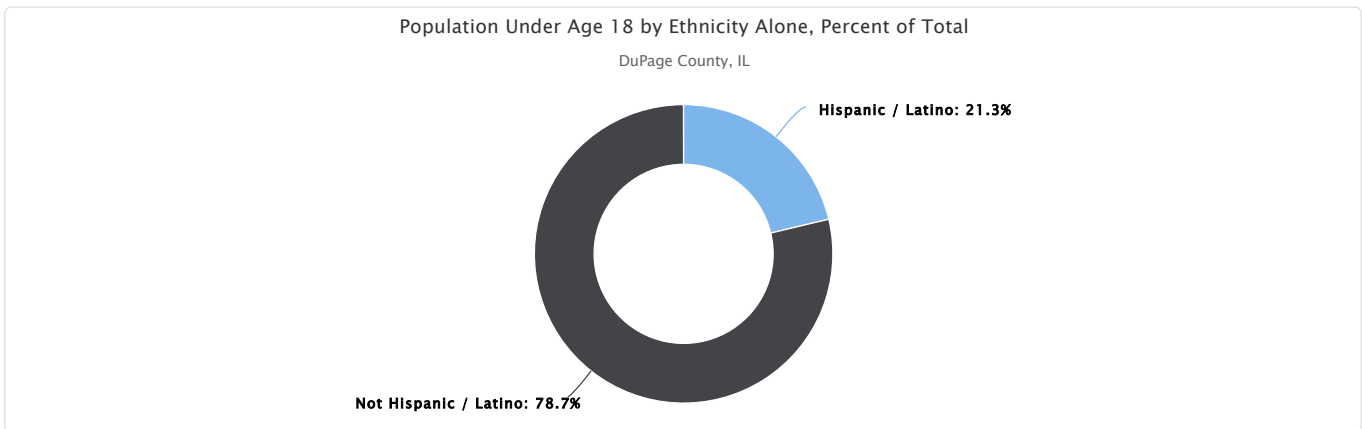


### Population Under Age 18 by Ethnicity Alone, Percent of Total

This indicator reports the percentage of population who are under age 18 by ethnicity alone during 2018-2022, according to the American Community Survey (ACS). Within the report area, there were 44,151 persons of Hispanic or Latino origin under age 18, representing 21.28% of the total population under age 18. There were 163,321 persons not of Hispanic or Latino origin under age 18 in the report area, representing 78.72% of the total population under age 18. Data for this indicator is only reported for individuals where age, race, and ethnicity were identified in the American Community Survey.

Report Area	Hispanic or Latino	Not Hispanic or Latino	Hispanic or Latino, Percent	Not Hispanic or Latino, Percent
DuPage County, IL	44,151	163,321	21.28%	78.72%
Illinois	698,567	2,121,910	24.77%	75.23%
United States	18,722,708	54,490,997	25.57%	74.43%

Data Source: US Census Bureau, American Community Survey, 2018-22.



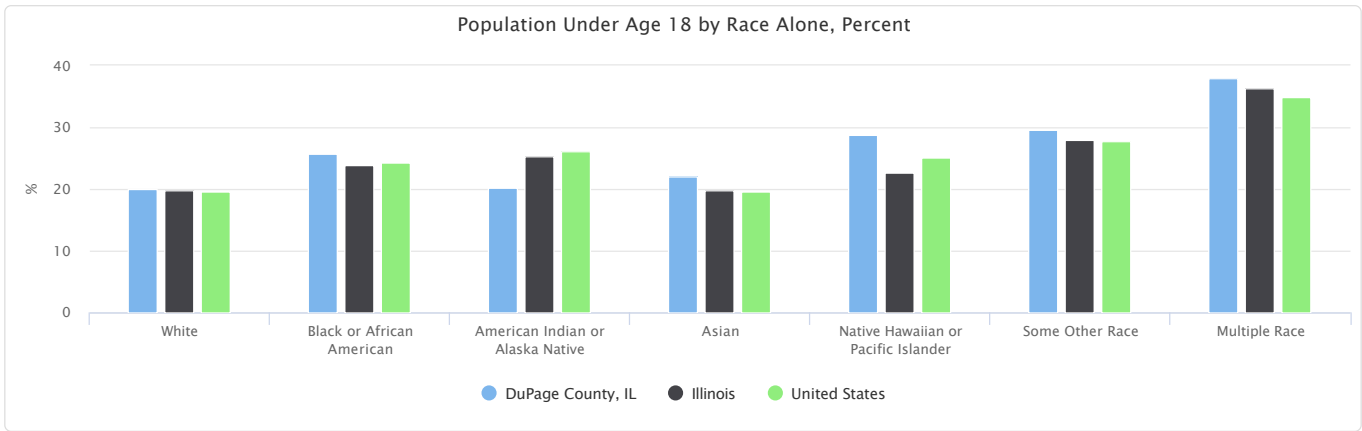
### Population Under Age 18 by Race Alone, Percent

This indicator reports the percentage of population that is under age 18 by race alone. The percentage values could be interpreted as, for example, "Of all the white population in the report area, the percentage under age 18 is (value)."

Report Area	White	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	19.91%	25.80%	20.21%	22.03%	28.81%	29.62%	38.05%
Illinois	19.72%	23.90%	25.21%	19.72%	22.63%	27.91%	36.37%
United States	19.65%	24.26%	26.08%	19.60%	25.07%	27.75%	34.80%

Data Source: US Census Bureau, American Community Survey, 2018-22.



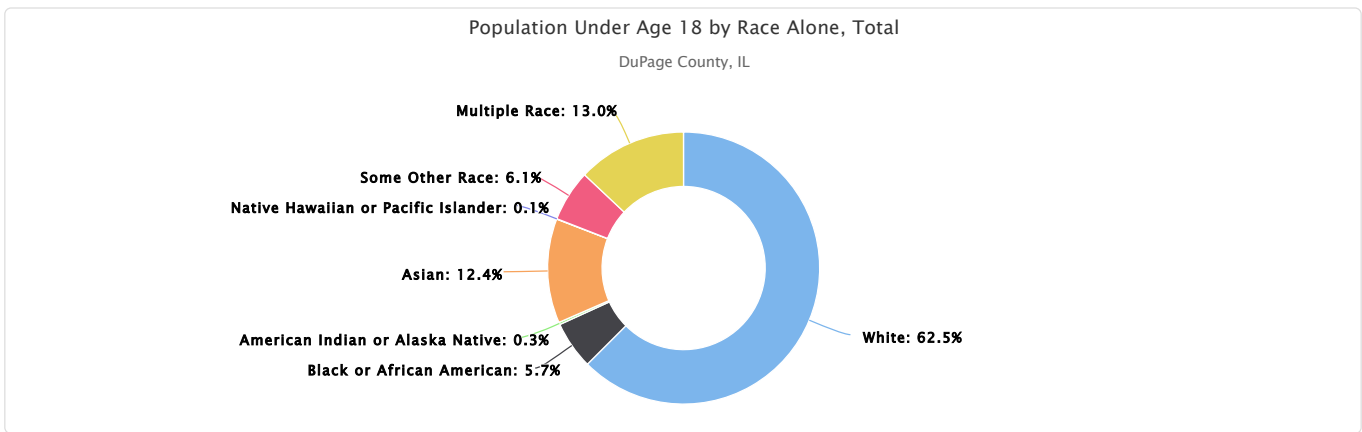


## Population Under Age 18 by Race Alone, Total

This indicator reports the proportion of each race (alone) making up the population under age 18.

Report Area	White	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	129,709	11,769	555	25,732	104	12,682	26,921
Illinois	1,653,838	424,212	14,072	145,544	1,239	235,168	346,404
United States	42,871,526	10,015,977	726,692	3,745,474	156,631	5,555,906	10,141,499

Data Source: US Census Bureau, American Community Survey, 2018-22.

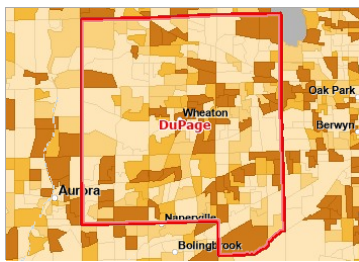


## Population Age 0-4

Of the estimated 930,559 total population in the report area, an estimated 52,333 are children under the age of 5, representing 5.62% of the population. These data are based on the latest U.S. Census Bureau American Community Survey 5-year estimates. The number of children under age 5 is relevant because this population has unique needs which should be considered separately from other age groups.

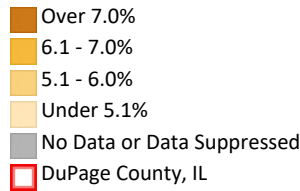
Report Area	Total Population	Population Age 0-4	Percent Population Age 0-4
DuPage County, IL	930,559	52,333	5.62%
Illinois	12,757,634	721,165	5.65%
United States	331,097,593	19,004,925	5.74%

Data Source: US Census Bureau, American Community Survey, 2018-22.



[View larger map](#)

Population Age 0-4, Percent by Tract, ACS 2018-22

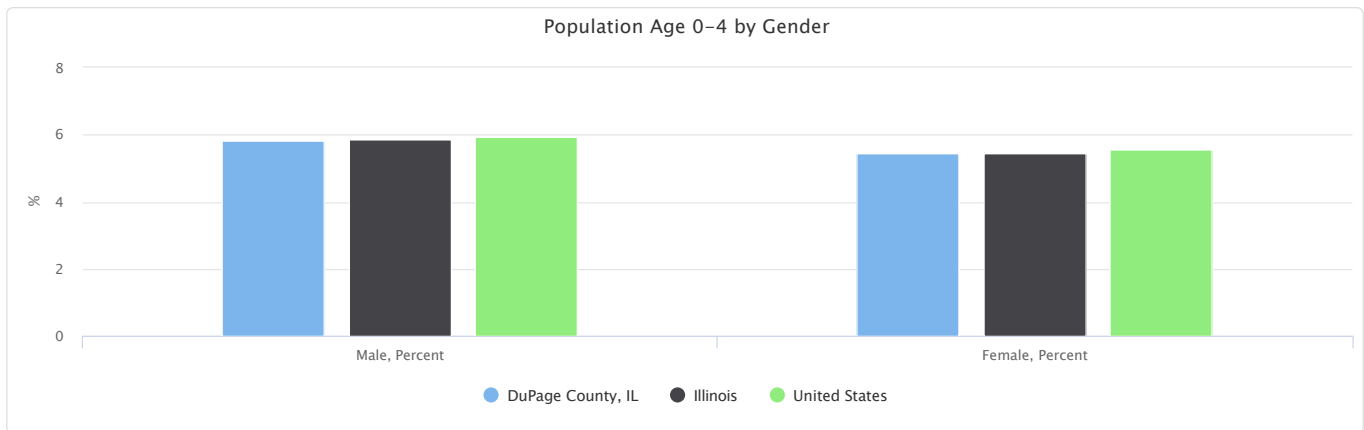


### Population Age 0-4 by Gender

The table below reports the percentage of the population that is under age 5 by gender. Among the male population in the report area, 5.81% are aged 0-4 years. Among the female population, 5.44% are aged 0-4 years.

Report Area	Male	Female	Male, Percent	Female, Percent
DuPage County, IL	26,790	25,543	5.81%	5.44%
Illinois	369,069	352,096	5.85%	5.46%
United States	9,725,644	9,279,281	5.92%	5.56%

Data Source: US Census Bureau, American Community Survey, 2018-22.

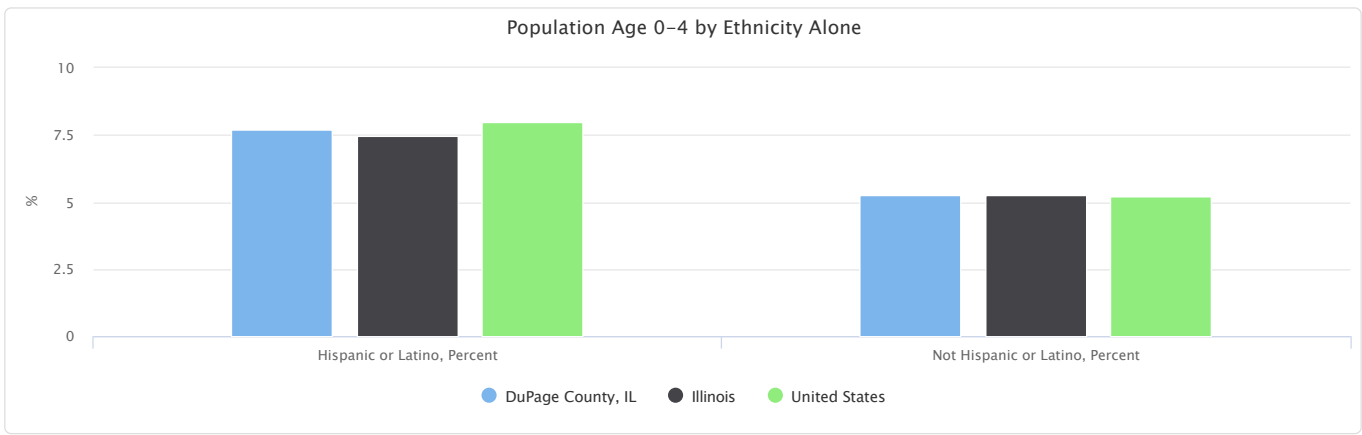


### Population Age 0-4 by Ethnicity Alone

This indicator reports the percentage of population age under 5 by ethnicity alone. The percentage values could be interpreted as, for example, "Among the Hispanic population in the report area, the percentage of the population age under 5 is (value)."

Report Area	Hispanic or Latino	Not Hispanic or Latino	Hispanic or Latino, Percent	Not Hispanic or Latino, Percent
DuPage County, IL	10,606	41,727	7.70%	5.26%
Illinois	170,170	550,995	7.48%	5.26%
United States	4,937,753	14,067,172	8.00%	5.22%

Data Source: US Census Bureau, American Community Survey, 2018-22.

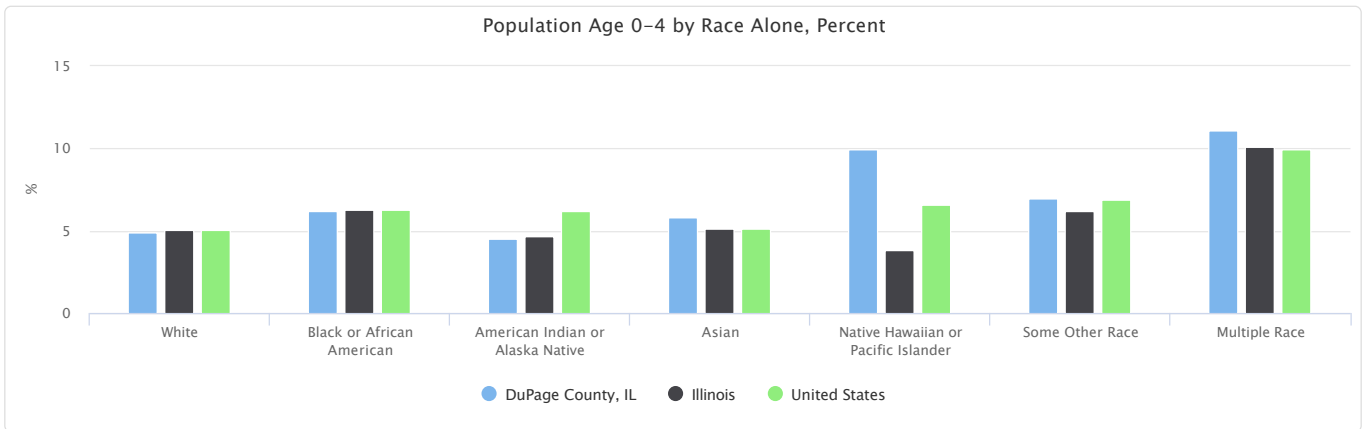


### Population Age 0-4 by Race Alone, Percent

This indicator reports the percentage of population that are under age 5 by race alone. The percentage values could be interpreted as, for example, "Among the white population in the report area, the percentage of the population age under 5 is (value)."

Report Area	White	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	4.88%	6.18%	4.55%	5.80%	9.97%	6.96%	11.06%
Illinois	5.02%	6.27%	4.68%	5.10%	3.80%	6.20%	10.13%
United States	5.02%	6.29%	6.20%	5.15%	6.57%	6.85%	9.92%

Data Source: US Census Bureau, American Community Survey, 2018-22.

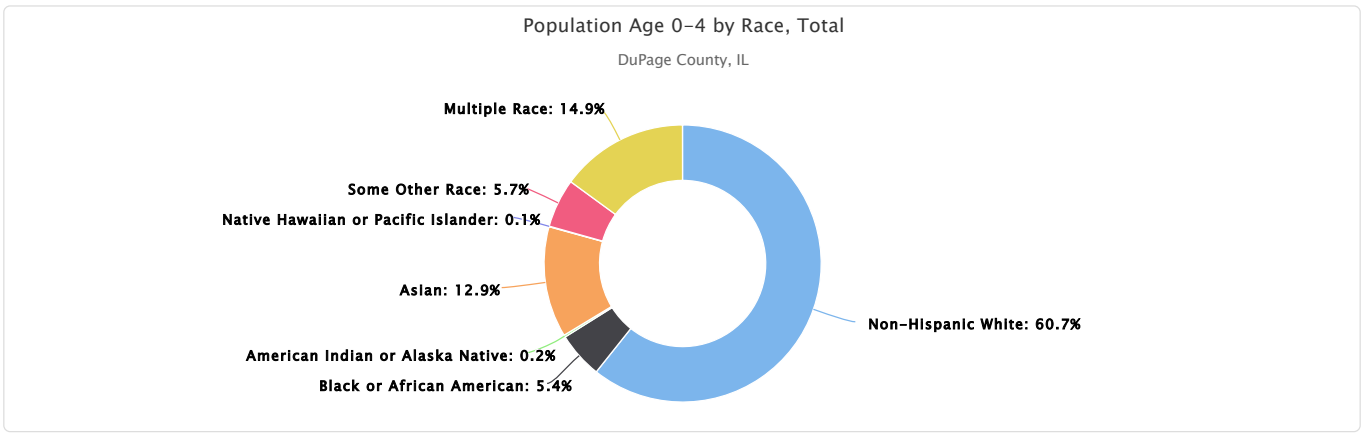


### Population Age 0-4 by Race, Total

This indicator reports the proportion of each race (alone) making up the population aged under 5.

Report Area	Non-Hispanic White	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	31,777	2,820	125	6,772	36	2,980	7,823
Illinois	420,819	111,193	2,615	37,620	208	52,249	96,461
United States	10,949,155	2,595,543	172,663	984,544	41,052	1,371,987	2,889,981

Data Source: US Census Bureau, American Community Survey, 2018-22.

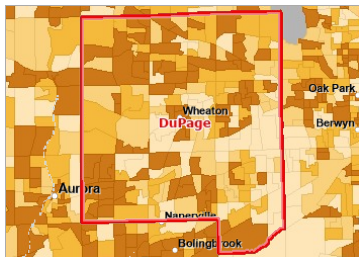


### Population Age 18-64

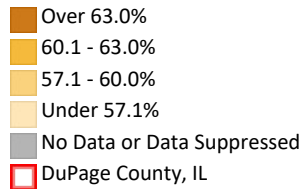
Of the estimated 930,559 total population in the report area, an estimated 570,068 persons are between the ages of 18 and 64, representing 61.26% of the population. These data are based on the latest U.S. Census Bureau American Community Survey 5-year estimates. The number of adults in the report area is relevant because this population has unique needs which should be considered separately from other age groups.

Report Area	Total Population	Population Age 18-64	Population Age 18-64, Percent
DuPage County, IL	930,559	570,068	61.26%
Illinois	12,757,634	7,866,250	61.66%
United States	331,097,593	203,146,240	61.36%

Data Source: US Census Bureau, American Community Survey, 2018-22.



Population Age 18-64, Percent by Tract, ACS 2018-22



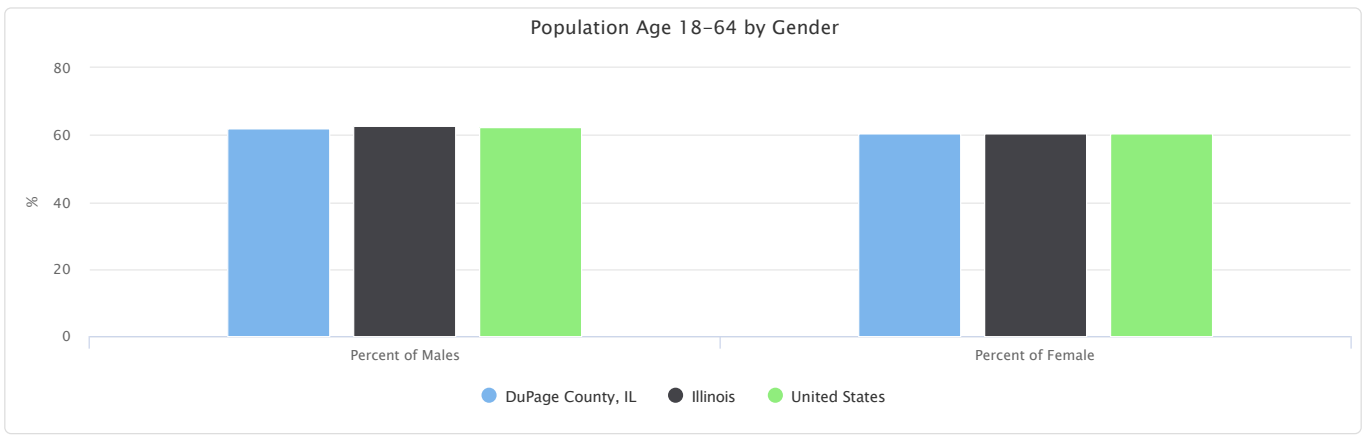
[View larger map](#)

### Population Age 18-64 by Gender

The table below reports the percentage of the population that is age 18 to 64 by gender. Among the male population in the report area, 62.13% are aged 18-64 years. Among the female population, 60.40% are aged 18-64 years.

Report Area	Male	Female	Male, Percent	Female, Percent
DuPage County, IL	286,608	283,460	62.13%	60.40%
Illinois	3,957,277	3,908,973	62.68%	60.65%
United States	102,230,144	100,916,096	62.26%	60.47%

Data Source: US Census Bureau, American Community Survey, 2018-22.

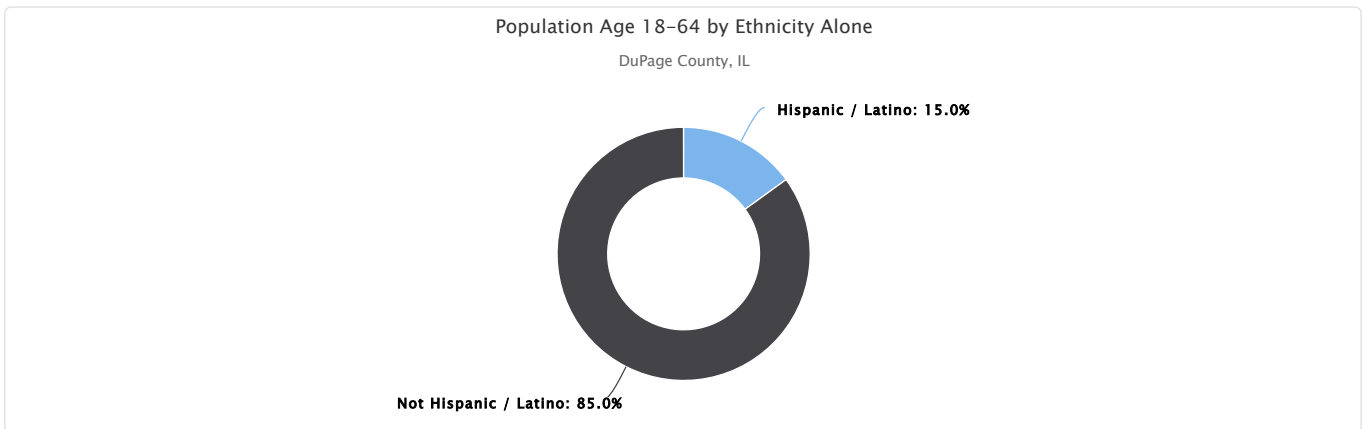


### Population Age 18-64 by Ethnicity Alone

This indicator reports the percentage of population by ethnicity alone that are between the ages of 18 to 64. In the report area, among the population age 18-64, 15.02% are Hispanic or Latino and 84.98% are not Hispanic or Latino.

Report Area	Hispanic or Latino	Not Hispanic or Latino	Hispanic or Latino, Percent	Not Hispanic or Latino, Percent
DuPage County, IL	85,626	484,442	15.02%	84.98%
Illinois	1,422,521	6,443,729	18.08%	81.92%
United States	38,246,694	164,899,546	18.83%	81.17%

Data Source: US Census Bureau, American Community Survey, 2018-22.

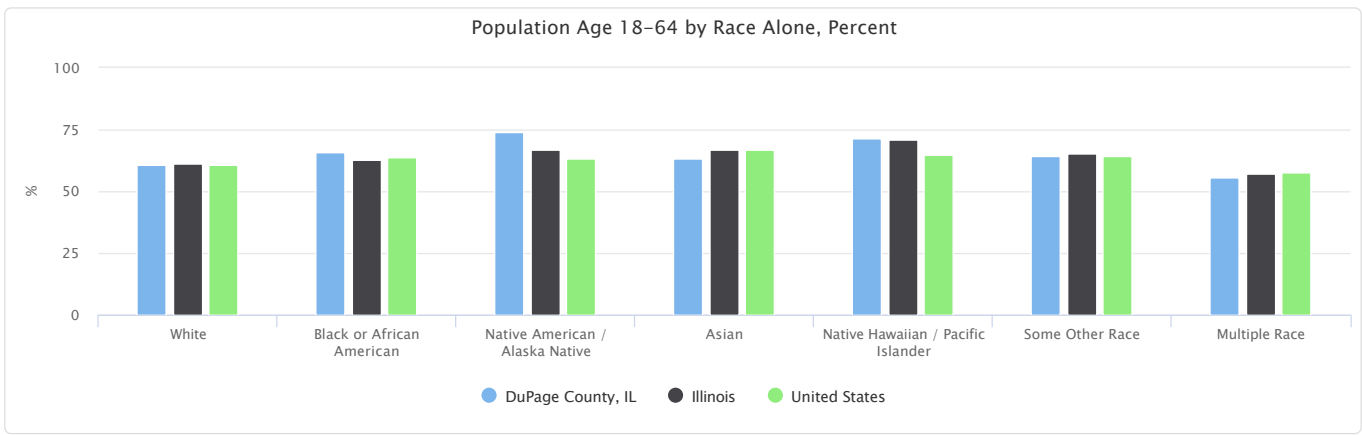


### Population Age 18-64 by Race Alone, Percent

This indicator reports the percentage of population age 18-64 by race alone. The percentage values could be interpreted as, for example, "Among the white population in the report area, the percentage of the population age 18-64 is (value)."

Report Area	White	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	60.95%	65.80%	73.74%	63.35%	71.19%	64.10%	55.48%
Illinois	61.14%	62.60%	67.06%	66.80%	70.76%	65.18%	57.01%
United States	60.67%	63.55%	63.42%	66.98%	64.78%	64.14%	57.53%

Data Source: US Census Bureau, American Community Survey, 2018-22.

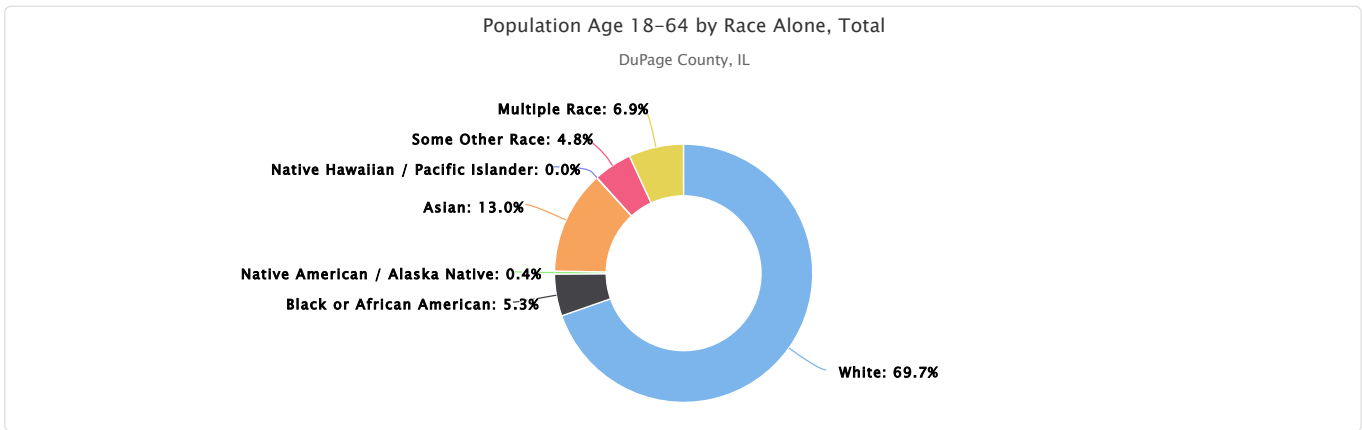


## Population Age 18-64 by Race Alone, Total

This indicator reports the proportion of each race (alone) making up the population aged 18 to 64.

Report Area	White	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	397,058	30,020	2,025	74,010	257	27,447	39,251
Illinois	5,128,794	1,110,973	37,434	493,008	3,875	549,156	543,010
United States	132,326,407	26,239,988	1,767,191	12,801,620	404,813	12,839,901	16,766,320

Data Source: US Census Bureau, *American Community Survey*, 2018-22.

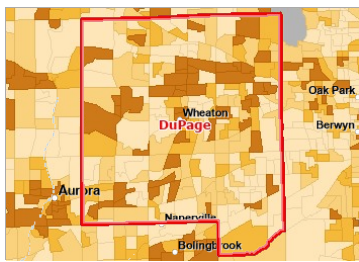


## Population Age 18-24

Of the estimated 930,559 total population in the report area, an estimated 80,206 persons are between the ages of 18 and 24, representing 8.62% of the population. These data are based on the latest U.S. Census Bureau American Community Survey 5-year estimates. The number of young adults in the report area is relevant because this population has unique needs which should be considered separately from other age groups.

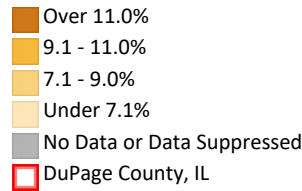
Report Area	Total Population	Population Age 18-24	Percent Population Age 18-24
DuPage County, IL	930,559	80,206	8.62%
Illinois	12,757,634	1,190,741	9.33%
United States	331,097,593	31,282,896	9.45%

Data Source: US Census Bureau, *American Community Survey*, 2018-22.



[View larger map](#)

Population Age 18-24, Percent by Tract, ACS 2018-22

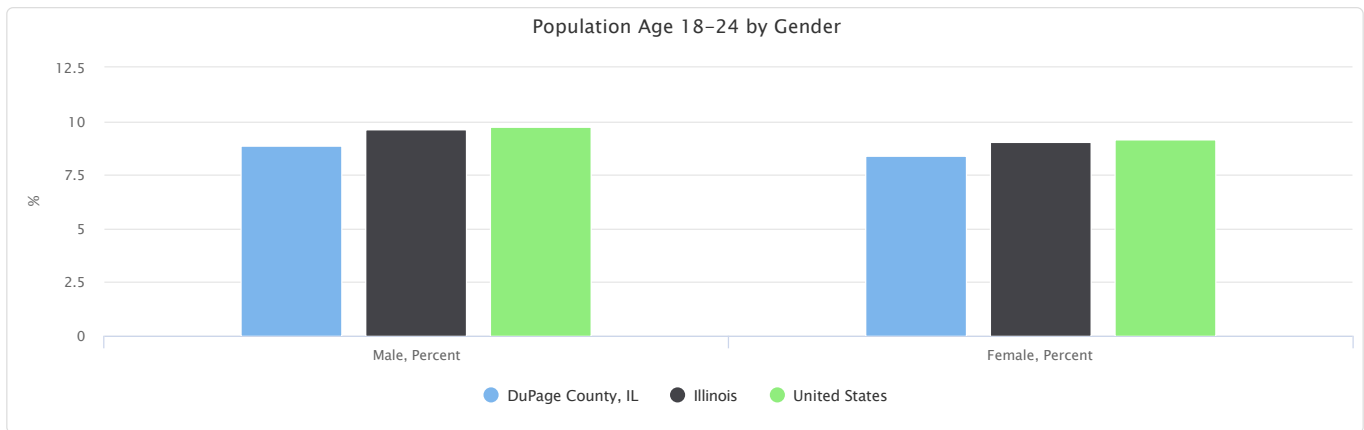


## Population Age 18-24 by Gender

The table below reports the percentage of the population that is age 18 to 24 by gender. Among the male population in the report area, 8.88% are aged 18-24 years. Among the female population, 8.37% are aged 18-24 years.

Report Area	Male	Female	Male, Percent	Female, Percent
DuPage County, IL	40,950	39,256	8.88%	8.37%
Illinois	608,240	582,501	9.63%	9.04%
United States	16,019,697	15,263,199	9.76%	9.15%

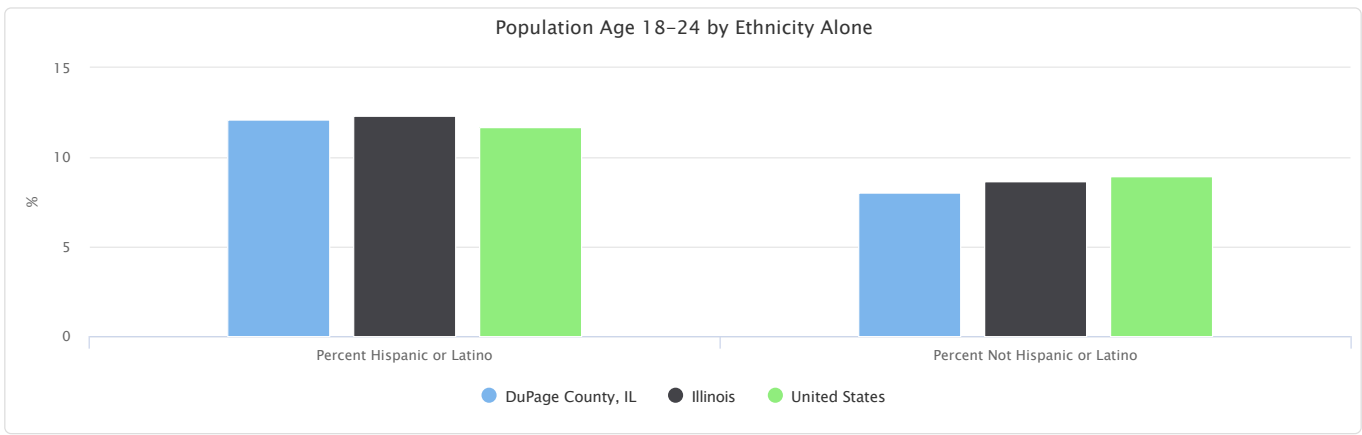
Data Source: US Census Bureau, American Community Survey, 2018-22.



## Population Age 18-24 by Ethnicity Alone

Report Area	Total Hispanic or Latino	Total Not Hispanic or Latino	Percent Hispanic or Latino	Percent Not Hispanic or Latino
DuPage County, IL	16,700	63,506	12.12%	8.01%
Illinois	279,824	910,917	12.30%	8.69%
United States	7,240,764	24,042,132	11.72%	8.93%

Data Source: US Census Bureau, American Community Survey, 2018-22.

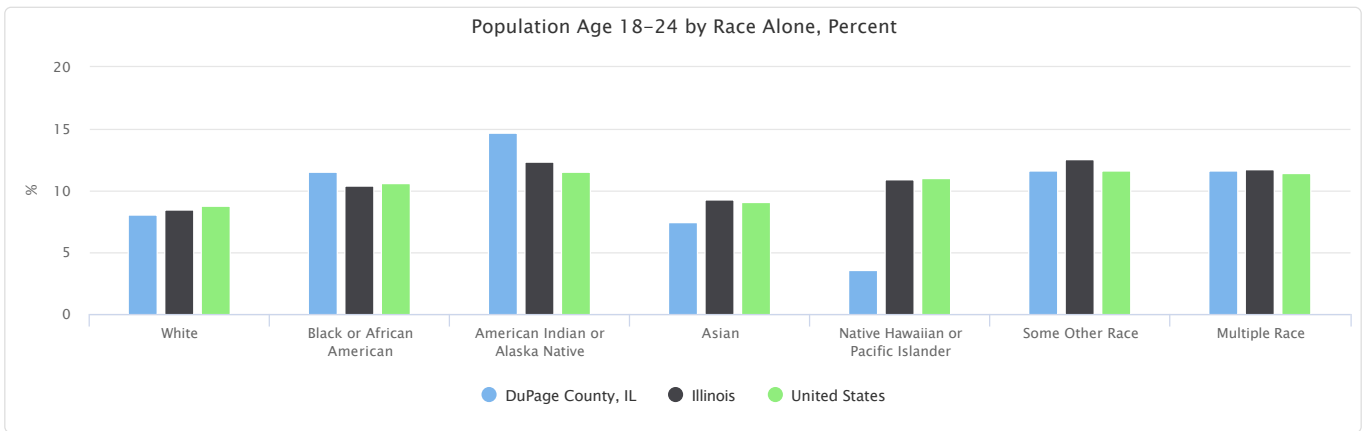


### Population Age 18-24 by Race Alone, Percent

This indicator reports the percentage of population age 18-24 by race alone. The percentage values could be interpreted as, for example, "Among the white population in the report area, the percentage of the population age 18-24 is (value)."

Report Area	White	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	8.08%	11.57%	14.71%	7.45%	3.60%	11.66%	11.59%
Illinois	8.49%	10.43%	12.34%	9.31%	10.87%	12.53%	11.69%
United States	8.76%	10.65%	11.54%	9.13%	11.04%	11.63%	11.38%

Data Source: US Census Bureau, American Community Survey, 2018-22.

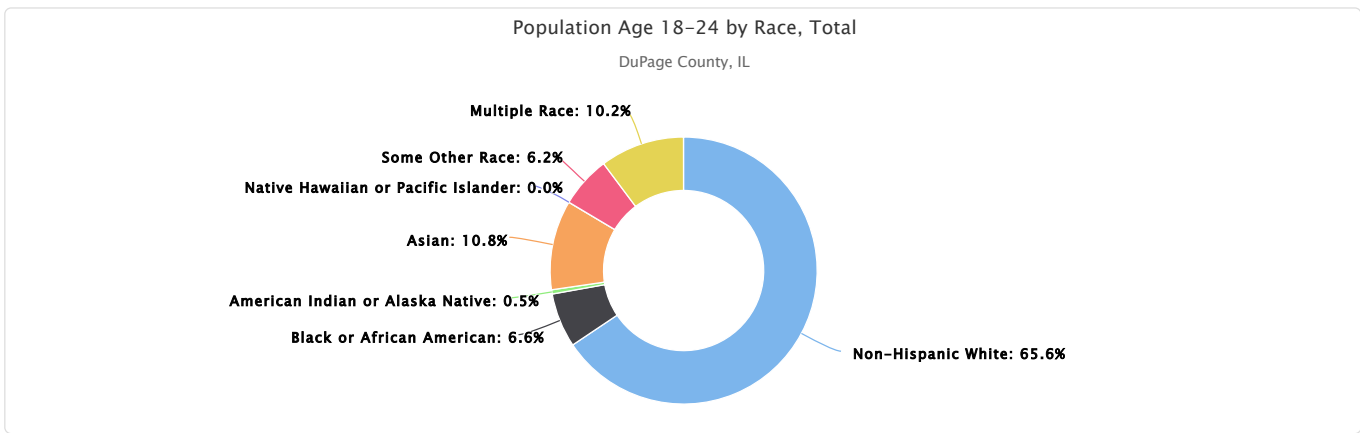


### Population Age 18-24 by Race, Total

Report Area	Non-Hispanic White	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	52,619	5,280	404	8,700	13	4,992	8,198
Illinois	712,548	185,109	6,888	68,747	595	105,534	111,320
United States	19,105,488	4,395,174	321,613	1,745,126	68,996	2,328,655	3,317,844

Data Source: US Census Bureau, American Community Survey, 2018-22.



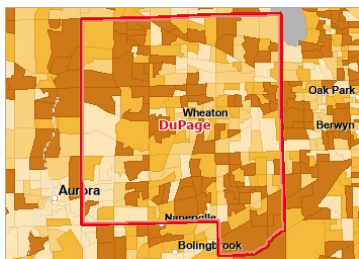


## Population Age 55-64

Of the estimated 930,559 total population in the report area, an estimated 128,788 persons are between the ages of 55 and 64, representing 13.84% of the population. These data are based on the latest U.S. Census Bureau American Community Survey 5-year estimates. The number of adults in the report area is relevant because this population has unique needs which should be considered separately from other age groups.

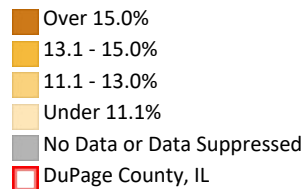
Report Area	Total Population	Population Age 55-64	Percent Population Age 55-64
DuPage County, IL	930,559	128,788	13.84%
Illinois	12,757,634	1,658,618	13.00%
United States	331,097,593	42,577,475	12.86%

Data Source: US Census Bureau, American Community Survey, 2018-22.



[View larger map](#)

Population Age 55-64, Percent by Tract, ACS 2018-22

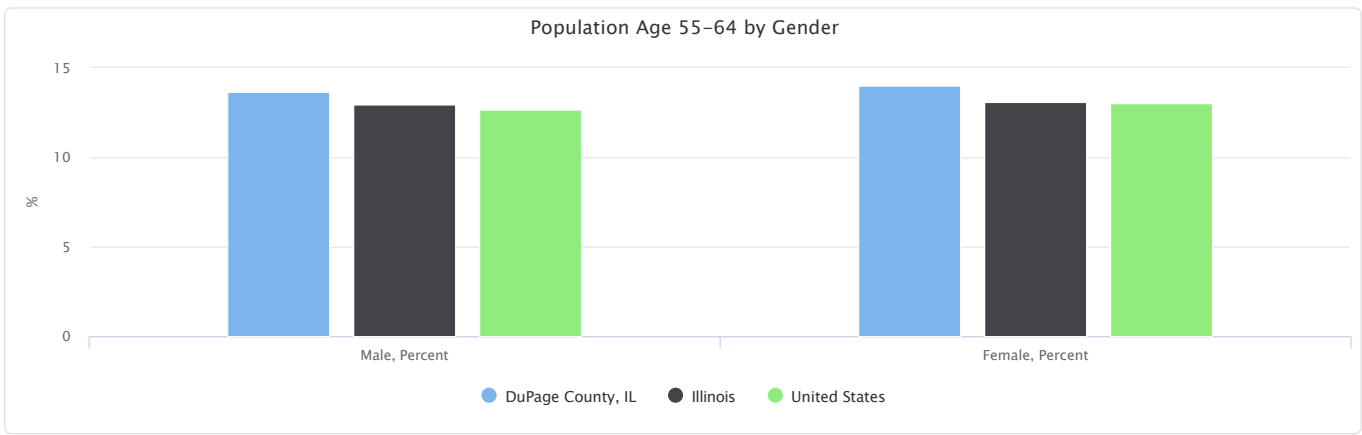


## Population Age 55-64 by Gender

The table below reports the percentage of the population that is age 55 to 64 by gender. Among the male population in the report area, 13.66% are aged 55-64 years. Among the female population, 14.02% are aged 55-64 years.

Report Area	Male	Female	Male, Percent	Female, Percent
DuPage County, IL	62,990	65,798	13.66%	14.02%
Illinois	816,252	842,366	12.93%	13.07%
United States	20,872,270	21,705,205	12.71%	13.01%

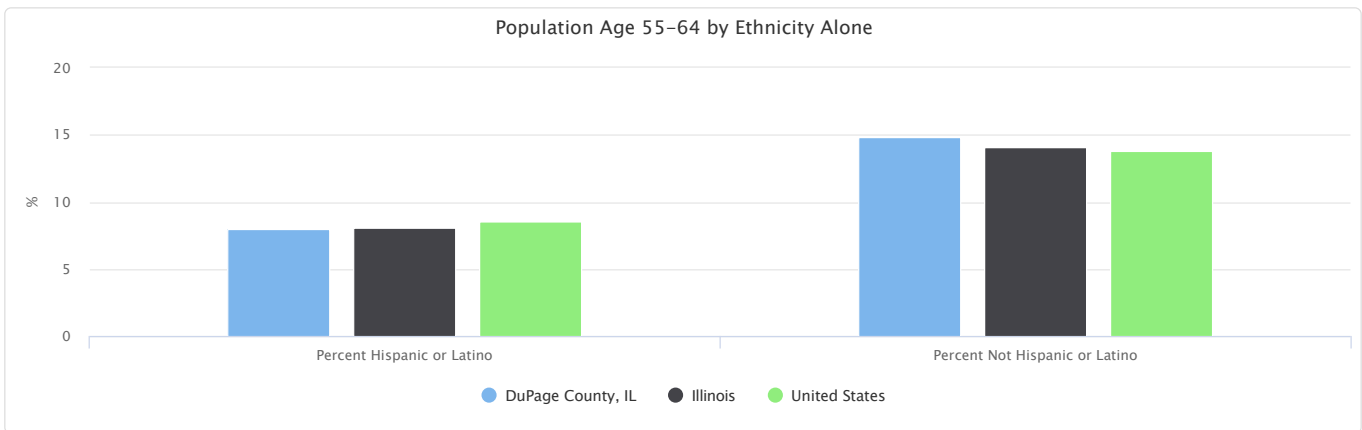
Data Source: US Census Bureau, American Community Survey, 2018-22.



### Population Age 55-64 by Ethnicity Alone

Report Area	Total Hispanic or Latino	Total Not Hispanic or Latino	Percent Hispanic or Latino	Percent Not Hispanic or Latino
DuPage County, IL	11,010	117,778	7.99%	14.86%
Illinois	184,698	1,473,920	8.12%	14.06%
United States	5,291,724	37,285,751	8.57%	13.84%

Data Source: US Census Bureau, American Community Survey, 2018-22.

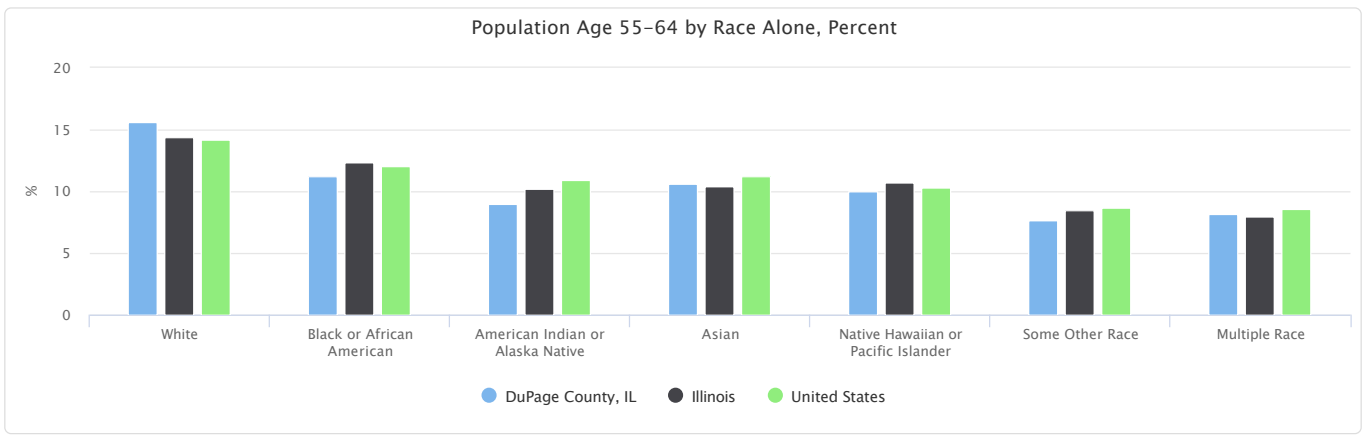


### Population Age 55-64 by Race Alone, Percent

This indicator reports the percentage of population age 55-64 by race alone. The percentage values could be interpreted as, for example, "Among the white population in the report area, the percentage of the population age 55-64 is (value)."

Report Area	White	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	15.65%	11.23%	8.96%	10.62%	9.97%	7.64%	8.12%
Illinois	14.42%	12.34%	10.16%	10.36%	10.68%	8.46%	7.99%
United States	14.15%	11.99%	10.94%	11.26%	10.33%	8.71%	8.57%

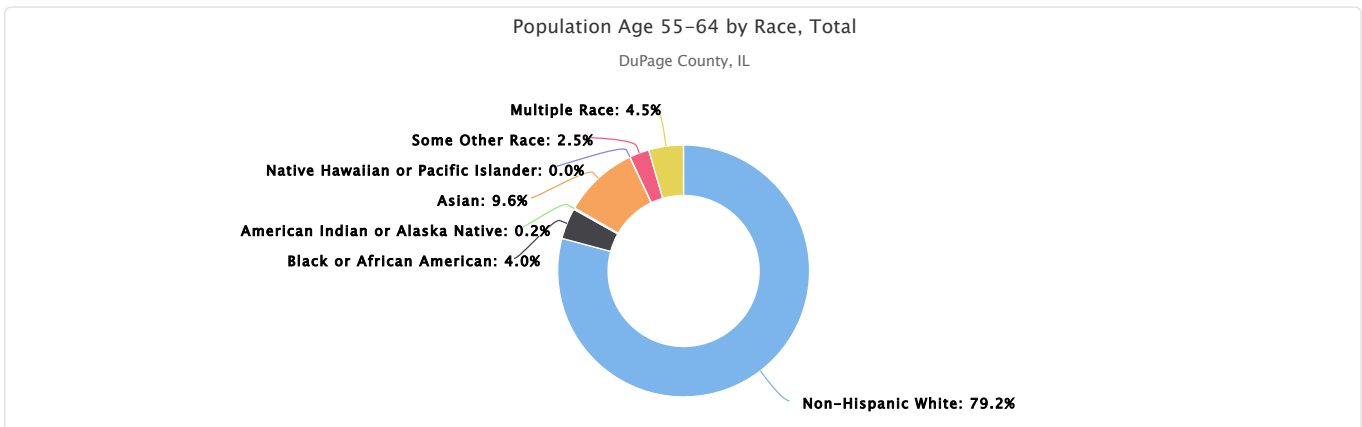
Data Source: US Census Bureau, American Community Survey, 2018-22.



### Population Age 55-64 by Race, Total

Report Area	Non-Hispanic White	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	101,962	5,124	246	12,405	36	3,272	5,743
Illinois	1,209,522	219,043	5,673	76,478	585	71,247	76,070
United States	30,863,360	4,950,012	304,861	2,152,222	64,544	1,743,548	2,498,928

Data Source: US Census Bureau, *American Community Survey*. 2018-22.

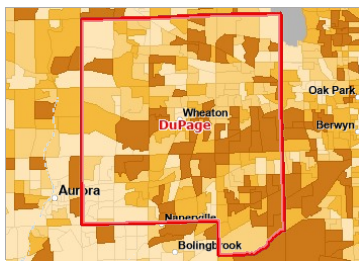


### Population Age 65+

Of the estimated 930,559 total population in the report area, an estimated 153,019 persons are adults aged 65 and older, representing 16.44% of the population. These data are based on the latest U.S. Census Bureau American Community Survey 5-year estimates. The number of older adults in the report area is relevant because this population has unique needs which should be considered separately from other age groups.

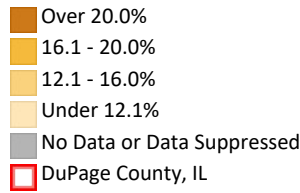
Report Area	Total Population	Population Age 65+	Population Age 65+, Percent
DuPage County, IL	930,559	153,019	16.44%
Illinois	12,757,634	2,070,907	16.23%
United States	331,097,593	54,737,648	16.53%

Data Source: US Census Bureau, *American Community Survey*. 2018-22.



[View larger map](#)

Population Age 65+, Percent by Tract, ACS 2018-22

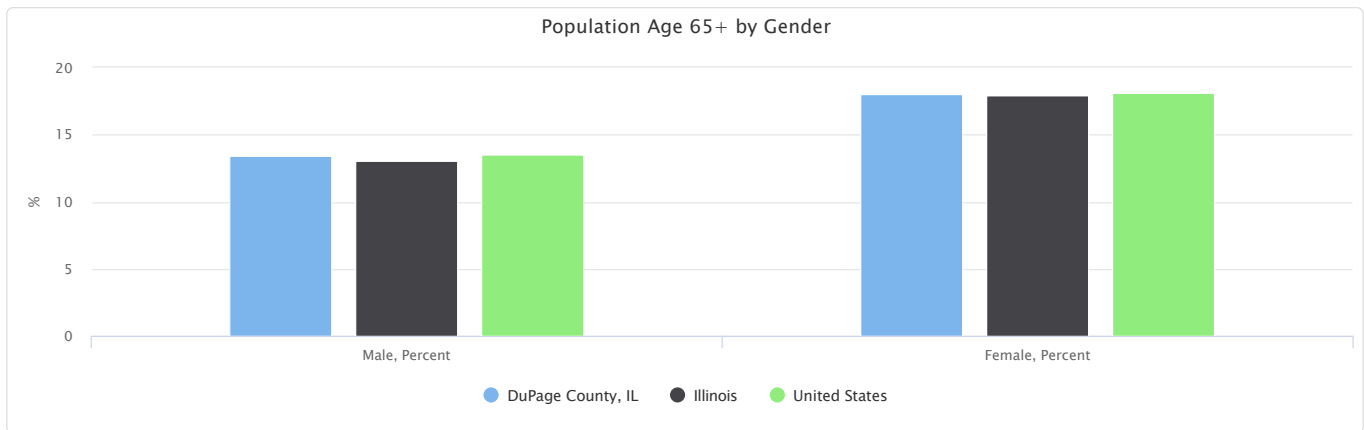


## Population Age 65+ by Gender

The table below reports the percentage of the population that is age 65 or older by gender. Among the male population in the report area, 13.46% are aged 65 years or older. Among the female population, 18.06% are aged 65 years or older.

Report Area	Male	Female	Male, Percent	Female, Percent
DuPage County, IL	62,109	84,744	13.46%	18.06%
Illinois	823,700	1,157,899	13.05%	17.97%
United States	22,157,050	30,255,641	13.49%	18.13%

Data Source: US Census Bureau, American Community Survey, 2018-22.

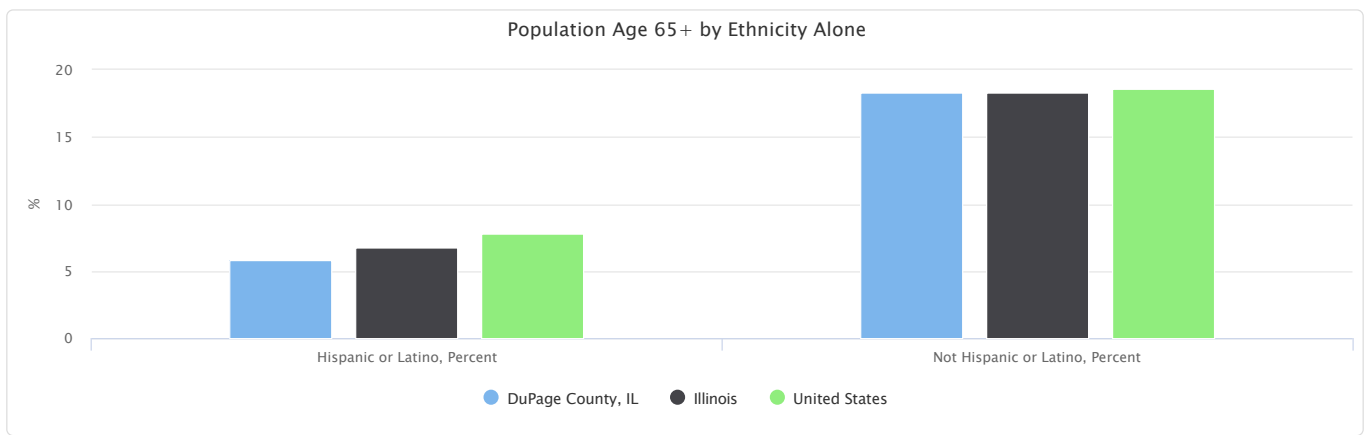


## Population Age 65+ by Ethnicity Alone

This indicator reports the percentage of population that are at age 65+ by ethnicity alone. In the report area, 5.83% of Hispanic / Latino population are at age 65+, and 18.29% of non Hispanic / Latino population are at age 65+.

Report Area	Hispanic or Latino	Not Hispanic or Latino	Hispanic or Latino, Percent	Not Hispanic or Latino, Percent
DuPage County, IL	8,029	144,990	5.83%	18.29%
Illinois	154,616	1,916,291	6.79%	18.28%
United States	4,786,464	49,951,184	7.75%	18.55%

Data Source: US Census Bureau, American Community Survey, 2018-22.

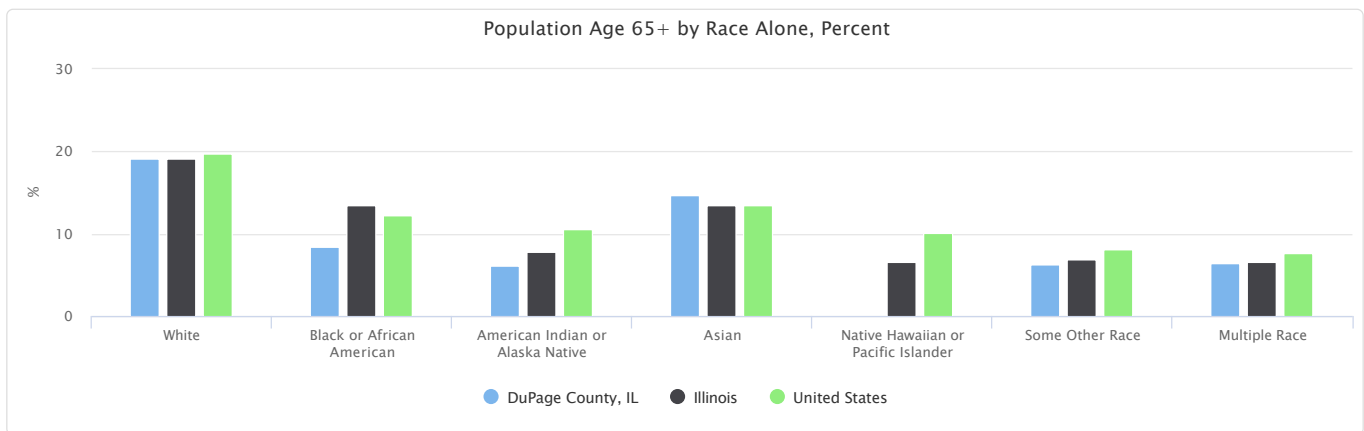


### Population Age 65+ by Race Alone, Percent

This indicator reports the percentage of population age 65+ by race alone. The percentage values could be interpreted as, for example, "Among the white population in the report area, the percentage of the population age 65+ is (value)."

Report Area	White	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	19.14%	8.41%	6.05%	14.62%	0.00%	6.28%	6.47%
Illinois	19.15%	13.49%	7.73%	13.48%	6.61%	6.91%	6.62%
United States	19.68%	12.19%	10.50%	13.42%	10.15%	8.11%	7.67%

Data Source: US Census Bureau, American Community Survey, 2018-22.

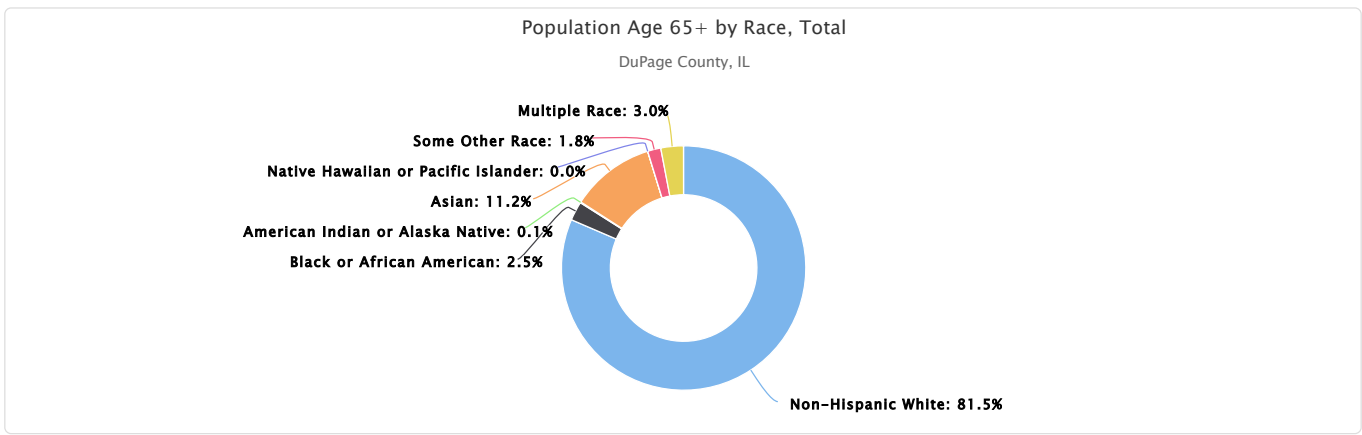


### Population Age 65+ by Race, Total

This indicator reports the proportion of each race (alone) making up the population aged 65 or older.

Report Area	Non-Hispanic White	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	124,670	3,836	166	17,077	0	2,690	4,580
Illinois	1,606,027	239,420	4,313	99,519	362	58,229	63,037
United States	42,925,491	5,032,607	292,548	2,565,885	63,419	1,622,737	2,234,961

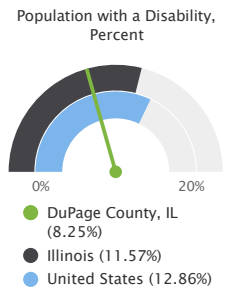
Data Source: US Census Bureau, American Community Survey, 2018-22.



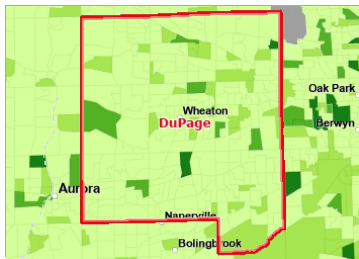
## Population with Any Disability

This indicator reports the percentage of the total civilian non-institutionalized population with a disability. The report area has a total population of 924,076 for whom disability status has been determined, of which 76,195 or 8.25% have any disability. This indicator is relevant because disabled individuals may require targeted services and outreach by providers.

Report Area	Total Population (For Whom Disability Status Is Determined)	Population with a Disability	Population with a Disability, Percent
DuPage County, IL	924,076	76,195	8.25%
Illinois	12,588,498	1,455,892	11.57%
United States	326,147,510	41,941,456	12.86%

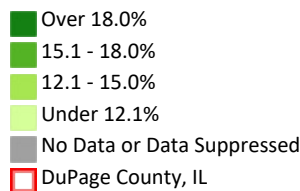


Note: This indicator is compared to the state average.  
Data Source: US Census Bureau, *American Community Survey*, 2018-22.



[View larger map](#)

### Population with Any Disability, Percent by Tract, ACS 2018-22

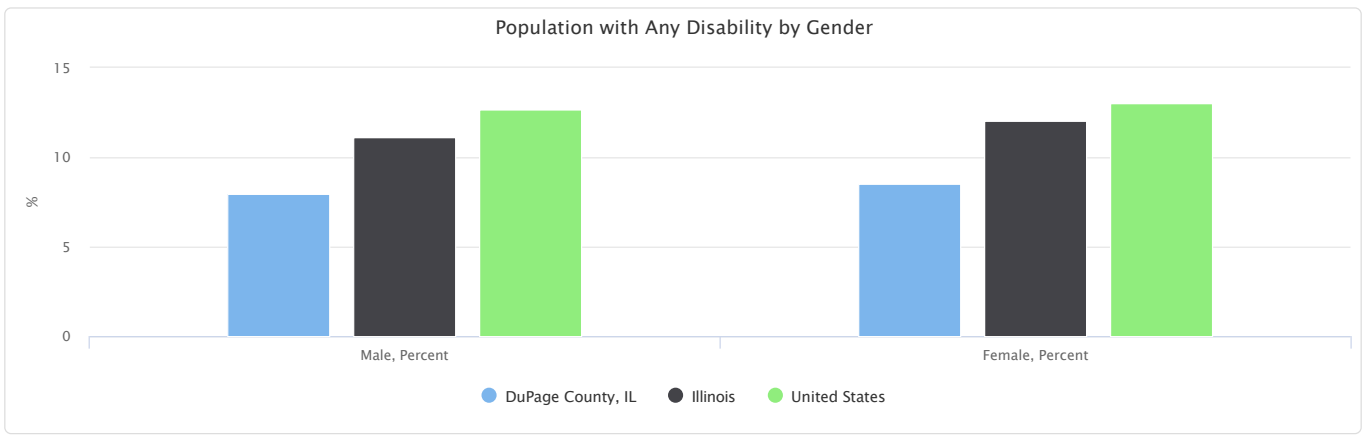


## Population with Any Disability by Gender

This indicator reports the percentage of the total civilian non-institutionalized population with a disability by gender. Of the total male population in the report area, the percentage with a disability is 7.95%. Of the total females in the report area, the percentage with a disability is 8.53%.

Report Area	Male	Female	Male, Percent	Female, Percent
DuPage County, IL	36,484	39,711	7.95%	8.53%
Illinois	688,366	767,526	11.10%	12.02%
United States	20,349,626	21,591,830	12.67%	13.05%

Data Source: US Census Bureau, *American Community Survey*, 2018-22.

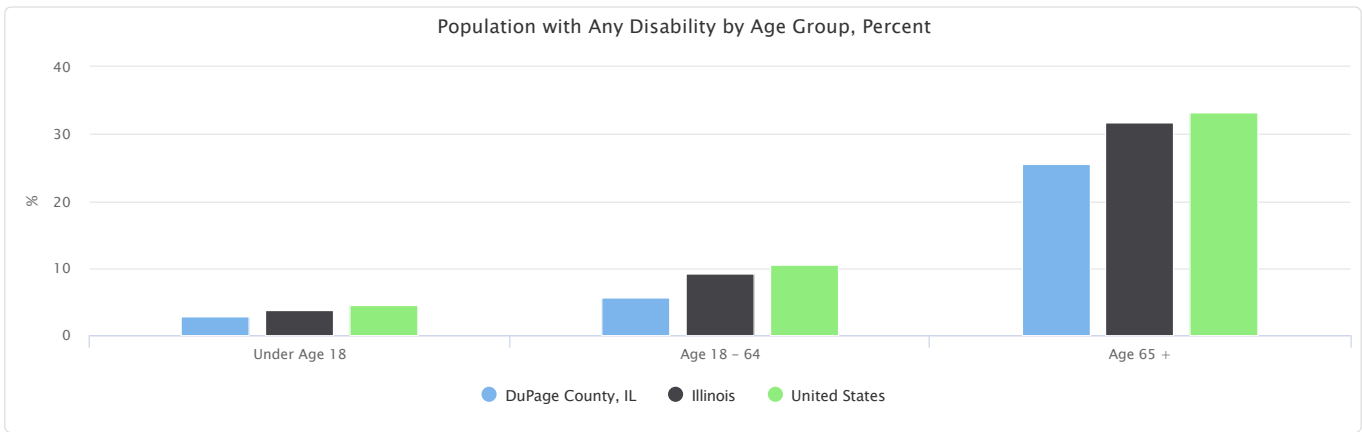


### Population with Any Disability by Age Group, Percent

This indicator reports the percentage of the total civilian non-institutionalized population with a disability by age group. The percentage values could be interpreted as, for example, "Among the population age 65+ in the report area, the percentage of population with disability is (value)."

Report Area	Under Age 18	Age 18 - 64	Age 65 +
DuPage County, IL	2.91%	5.69%	25.47%
Illinois	3.77%	9.18%	31.72%
United States	4.53%	10.46%	33.27%

Data Source: US Census Bureau, American Community Survey, 2018-22.

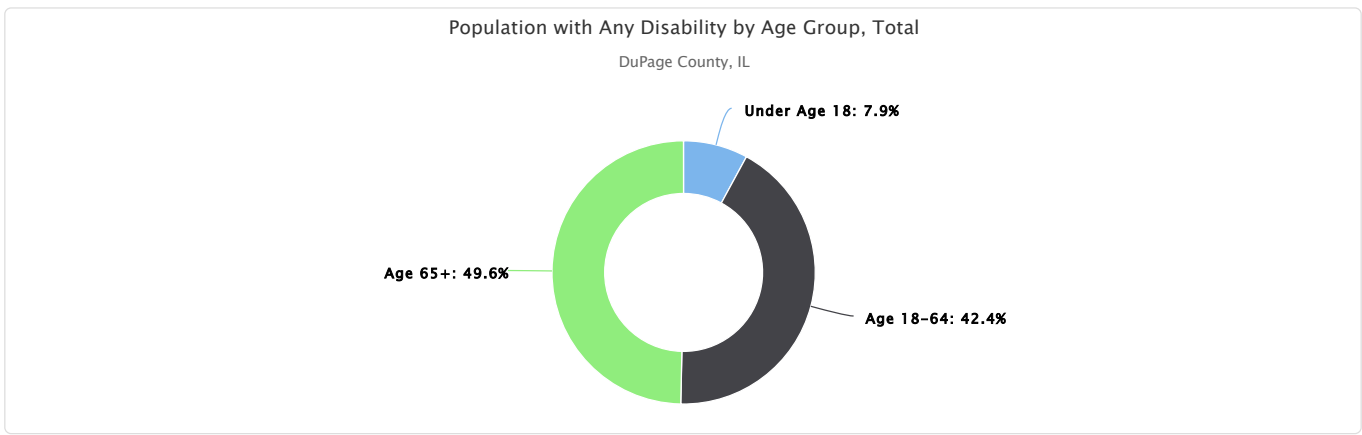


### Population with Any Disability by Age Group, Total

This indicator reports the proportion of the total civilian non-institutionalized population with a disability by age group.

Report Area	Under Age 18	Age 18-64	Age 65+
DuPage County, IL	6,039	32,332	37,824
Illinois	106,374	712,767	636,751
United States	3,312,006	20,879,820	17,749,630

Data Source: US Census Bureau, American Community Survey, 2018-22.

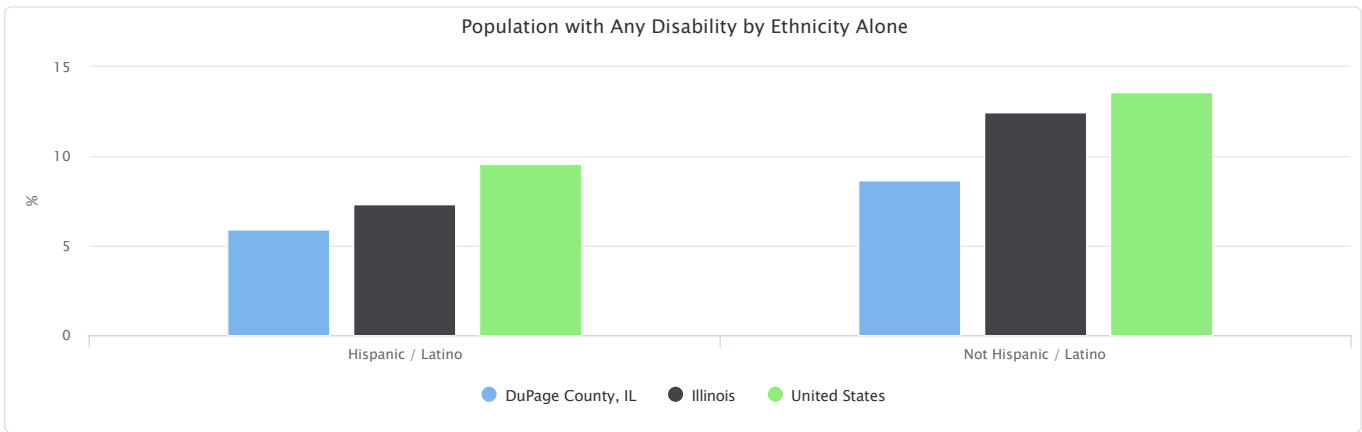


### Population with Any Disability by Ethnicity Alone

This indicator reports the percentage of the total civilian non-institutionalized population with a disability by ethnicity alone. The percentage values could be interpreted as, for example, "Among the Hispanic population in the report area, the percentage of the population with disability is (value)."

Report Area	Hispanic or Latino	Not Hispanic or Latino	Hispanic or Latino, Percent	Not Hispanic or Latino, Percent
DuPage County, IL	8,107	68,088	5.90%	8.66%
Illinois	165,259	1,290,633	7.32%	12.49%
United States	5,860,137	36,081,319	9.60%	13.61%

Data Source: US Census Bureau, American Community Survey, 2018-22.



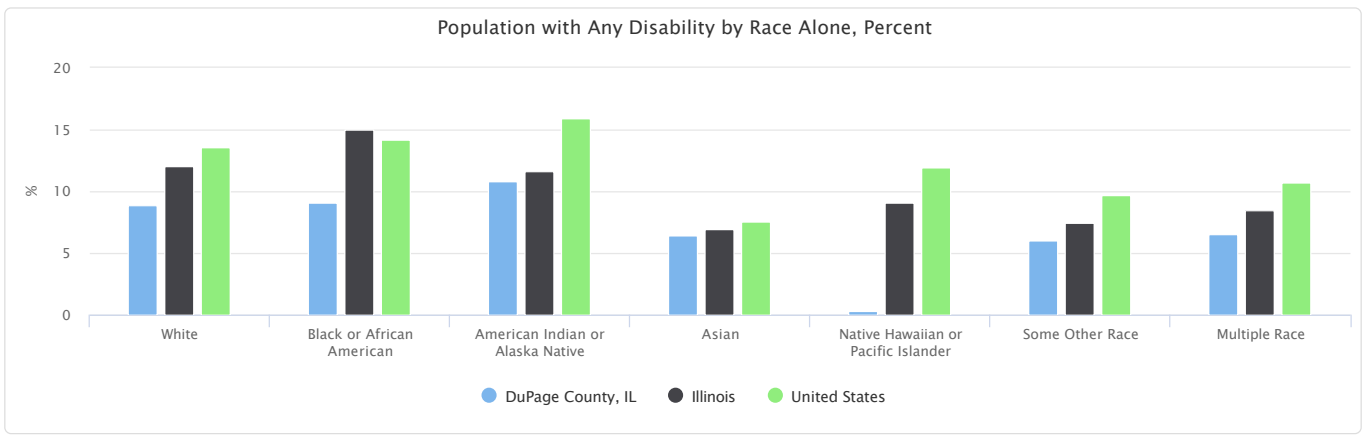
### Population with Any Disability by Race Alone, Percent

This indicator reports the percentage of the total civilian non-institutionalized population with a disability by race alone. The percentage values could be interpreted as, for example, "Of all the white population in the report area, the percentage of population tuion with disability is (value)."

Report Area	White	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	8.85%	9.09%	10.85%	6.46%	0.28%	5.99%	6.48%
Illinois	12.02%	15.05%	11.63%	6.96%	9.11%	7.46%	8.45%
United States	13.62%	14.20%	15.96%	7.60%	11.93%	9.69%	10.70%

Data Source: US Census Bureau, American Community Survey, 2018-22.



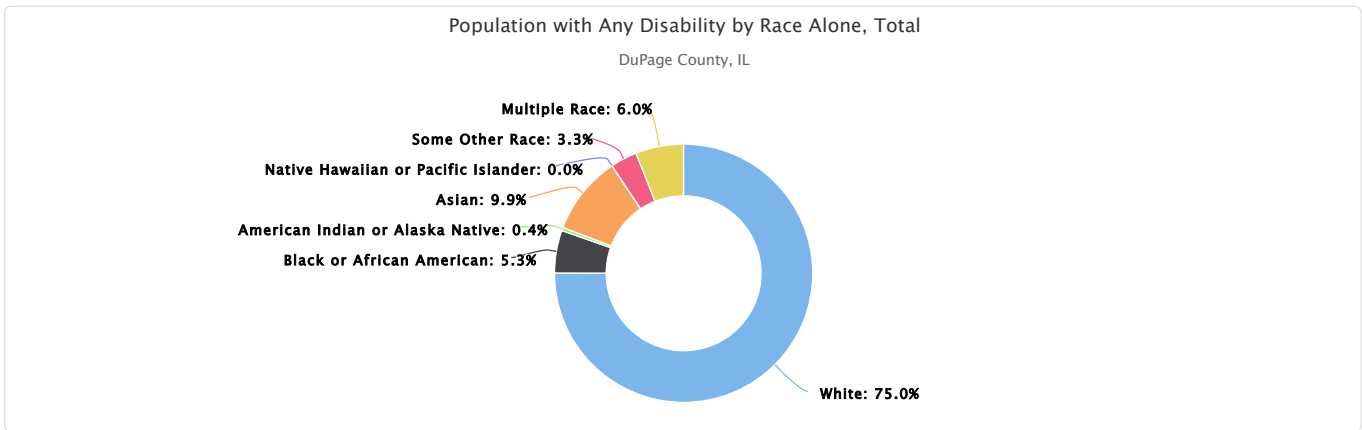


### Population with Any Disability by Race Alone, Total

This indicator reports the proportion of the total civilian non-institutionalized population with a disability by race alone.

Report Area	White	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	57,176	4,066	298	7,526	1	2,551	4,577
Illinois	996,628	258,821	6,382	51,110	494	62,531	79,926
United States	29,292,518	5,696,234	434,053	1,445,222	72,806	1,919,294	3,081,329

Data Source: US Census Bureau, American Community Survey, 2018-22.



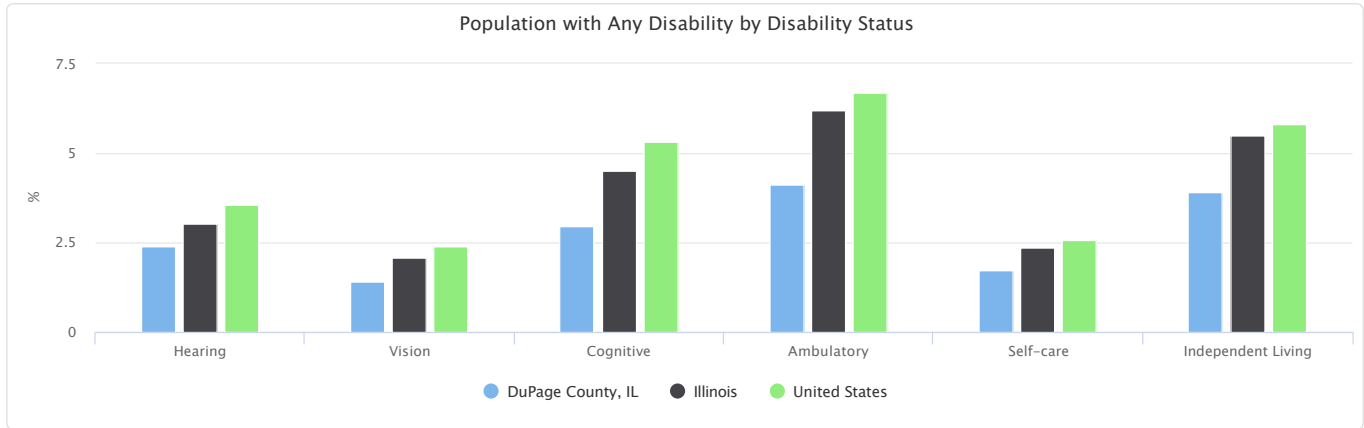
### Population with Any Disability by Disability Status

This indicator reports the percentage of the total civilian non-institutionalized population with a disability by disability status. Note that ACS measures disability status within different age groups: hearing and vision difficulty for all the people; cognitive, ambulatory, and self-care for people 5 years and older; and independent living for people 15 years and older (reported for people 18 years and older in ACS2018-22 data).

Percentage values can be interpreted as follows: Within the report area, individuals with hearing difficulty are 2.38% of the total population; individuals with vision difficulty are 1.41% of the total population; individuals with cognitive difficulty are 2.97% of the total population age 5+; individuals with ambulatory difficulty are 4.11% of the total population age 5+; individuals with self-care difficulty are 1.73% of the total population age 5+; and individuals with independent living difficulty are 3.92% of the total population age 18+.

Report Area	Hearing	Vision	Cognitive	Ambulatory	Self-care	Independent Living
DuPage County, IL	2.38%	1.41%	2.97%	4.11%	1.73%	3.92%
Illinois	3.02%	2.09%	4.49%	6.18%	2.37%	5.50%
United States	3.55%	2.38%	5.30%	6.69%	2.57%	5.82%

Data Source: US Census Bureau, American Community Survey, 2018-22.



## Population with Limited English Proficiency

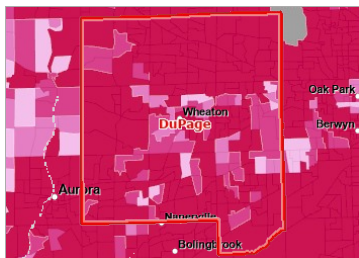
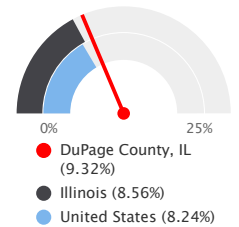
This indicator reports the percentage of the population aged 5 and older who speak a language other than English at home and speak English less than "very well". This indicator is relevant because an inability to speak English well creates barriers to healthcare access, provider communications, and health literacy/education. Of the 878,226 total population aged 5 and older in the report area, 81,855 or 9.32% have limited English proficiency.

Report Area	Population Age 5+	Population Age 5+ with Limited English Proficiency	Population Age 5+ with Limited English Proficiency, Percent
DuPage County, IL	878,226	81,855	<b>9.32%</b>
Illinois	12,036,469	1,030,616	8.56%
United States	312,092,668	25,704,846	8.24%

Note: This indicator is compared to the state average.

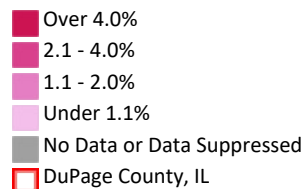
Data Source: US Census Bureau, American Community Survey, 2018-22.

Population Age 5+ with Limited English Proficiency, Percent



[View larger map](#)

Population with Limited English Proficiency, Percent by Tract, ACS 2018-22

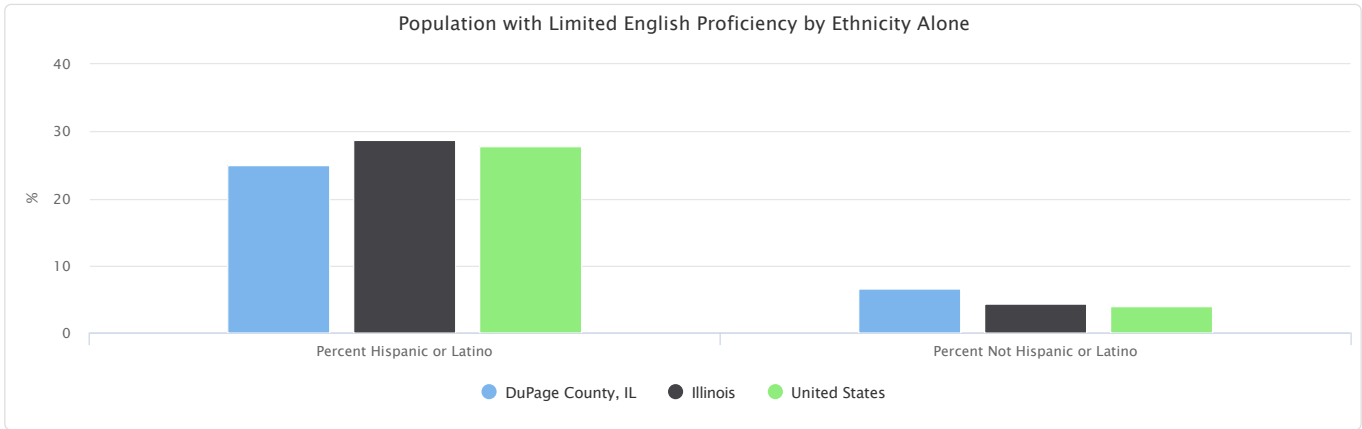


## Population with Limited English Proficiency by Ethnicity Alone

This indicator reports the total and percentage of population aged 5 and older who speak a language other than English at home and speak English less than "very well" by ethnicity alone in the report area. The percentage values could be interpreted as, for example, "Among the Hispanic population in the report area, the percentage of the population with limited English proficiency is (value)."

Report Area	Total Hispanic or Latino	Total Not Hispanic or Latino	Percent Hispanic or Latino	Percent Not Hispanic or Latino
DuPage County, IL	31,866	49,989	25.05%	6.66%
Illinois	606,536	424,080	28.81%	4.27%
United States	15,809,414	9,895,432	27.82%	3.88%

Data Source: US Census Bureau, American Community Survey, 2018-22.



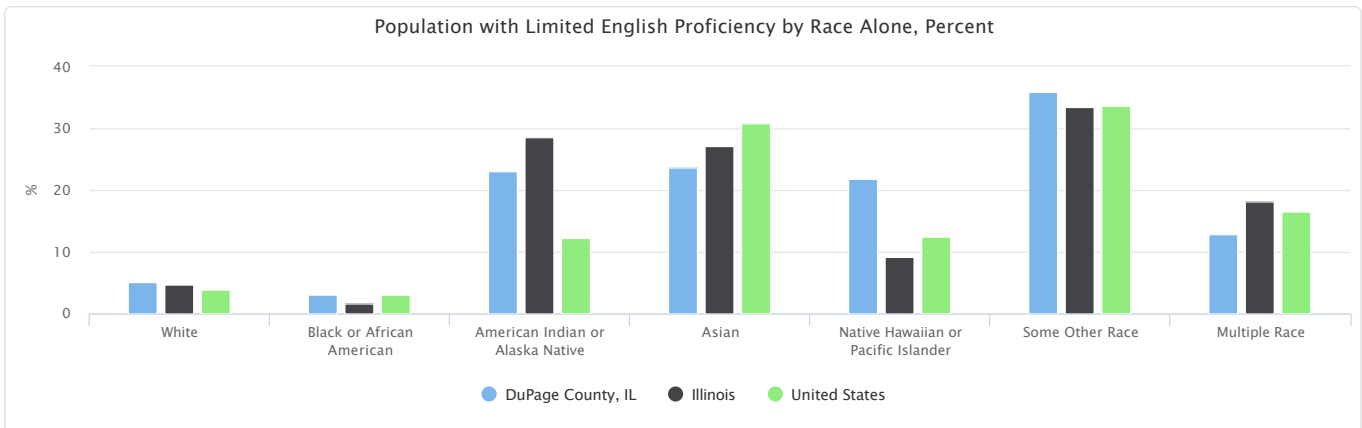
### Population with Limited English Proficiency by Race Alone, Percent

This indicator reports the percentage of the population aged 5 and older who speak a language other than English at home and speak English less than "very well" by race alone in the report area.

The percentage values could be interpreted as, for example, "Of all the white population in the report area, the percentage of population with limited English proficiency is (value)."

Report Area	White	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	5.08%	3.06%	23.12%	23.58%	21.85%	36.01%	12.89%
Illinois	4.74%	1.58%	28.65%	27.12%	9.24%	33.56%	18.17%
United States	3.82%	3.08%	12.16%	30.74%	12.42%	33.75%	16.53%

Data Source: US Census Bureau, American Community Survey, 2018-22.

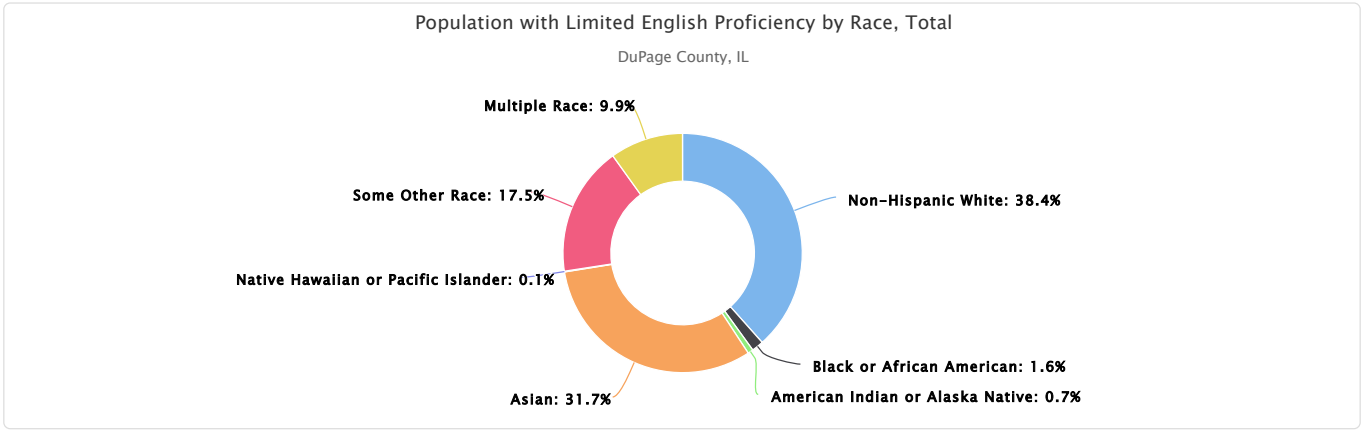


### Population with Limited English Proficiency by Race, Total

This indicator reports the total population aged 5 and older who speak a language other than English at home and speak English less than "very well" by race alone in the report area.

Report Area	Non-Hispanic White	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	31,464	1,309	606	25,947	71	14,346	8,112
Illinois	377,959	26,250	15,241	189,961	487	265,221	155,497
United States	7,914,665	1,193,100	317,727	5,572,506	72,529	6,293,787	4,340,532

Data Source: US Census Bureau, American Community Survey, 2018-22.

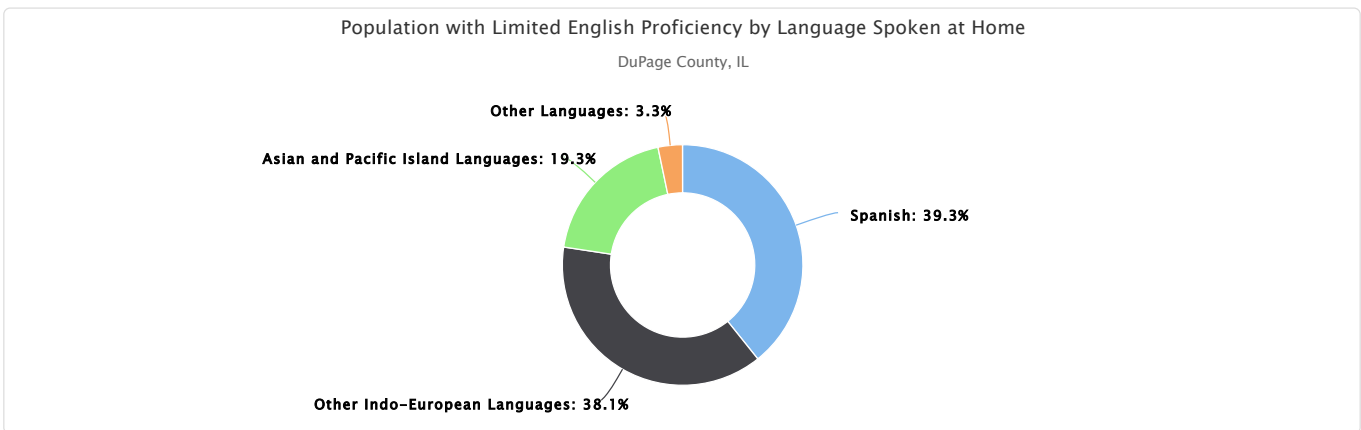


## Population with Limited English Proficiency by Language Spoken at Home

This indicator reports the total population aged 5 and older who speak a language other than English at home and speak English less than "very well" by language spoken at home in the report area.

Report Area	Spanish	Other Indo-European Languages	Asian and Pacific Island Languages	Other Languages
DuPage County, IL	32,136	31,216	15,808	2,695
Illinois	620,575	224,266	145,288	40,487
United States	16,175,851	3,550,294	4,878,471	1,100,230

Data Source: US Census Bureau, American Community Survey, 2018-22.



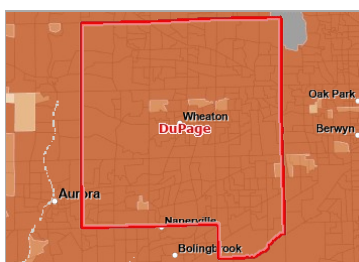
## Foreign-Born Population

This indicator reports the percentage of the population that is foreign-born. The foreign-born population includes anyone who was not a U.S. citizen or a U.S. national at birth. This includes any non-citizens, as well as persons born outside of the U.S. who have become naturalized citizens. The native U.S. population includes any person born in the United States, Puerto Rico, a U.S. Island Area (such as Guam), or abroad of American (U.S. citizen) parent or parents. The latest figures from the U.S. Census Bureau show that 184,833 persons in the report area are of foreign birth, which represents 19.86% of the report area

population. This percentage is greater than the national average of 13.68%.

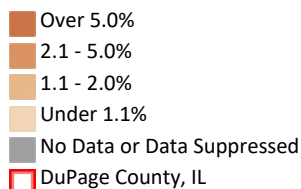
Report Area	Total Population	Naturalized U.S. Citizens	Population w/o U.S. Citizenship	Total Foreign-Birth Population	Foreign-Birth Population, Percent of Total Population
DuPage County, IL	930,559	108,871	75,962	184,833	19.86%
Illinois	12,757,634	959,255	845,426	1,804,681	14.15%
United States	331,097,593	23,666,167	21,614,904	45,281,071	13.68%

Data Source: US Census Bureau, American Community Survey, 2018-22.



[View larger map](#)

Foreign-Born Population (Non-Citizen or Naturalized), Percent by Tract, ACS 2018-22

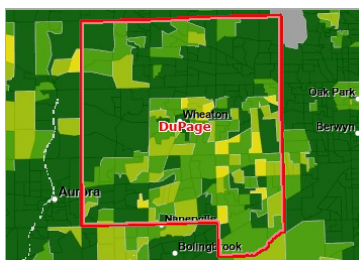


## Hispanic Population

The estimated population that is of Hispanic, Latino, or Spanish origin in the report area is 137,806. This represents 14.81% of the total report area population, which is less than the national rate of 18.65%. Origin can be viewed as the heritage, nationality group, lineage, or country of birth of the person or the person's parents or ancestors before their arrival in the United States. People who identify their origin as Hispanic, Latino, or Spanish may be of any race.

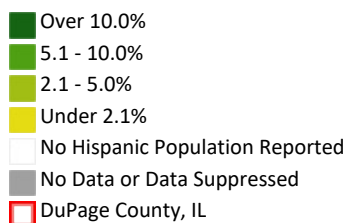
Report Area	Total Population	Non-Hispanic Population	Percent Population Non-Hispanic	Hispanic or Latino Population	Percent Population Hispanic or Latino
DuPage County, IL	930,559	792,753	85.19%	137,806	14.81%
Illinois	12,757,634	10,481,930	82.16%	2,275,704	17.84%
United States	331,097,593	269,341,727	81.35%	61,755,866	18.65%

Data Source: US Census Bureau, American Community Survey, 2018-22.



[View larger map](#)

Population, Hispanic or Latino, Percent by Tract, ACS 2018-22

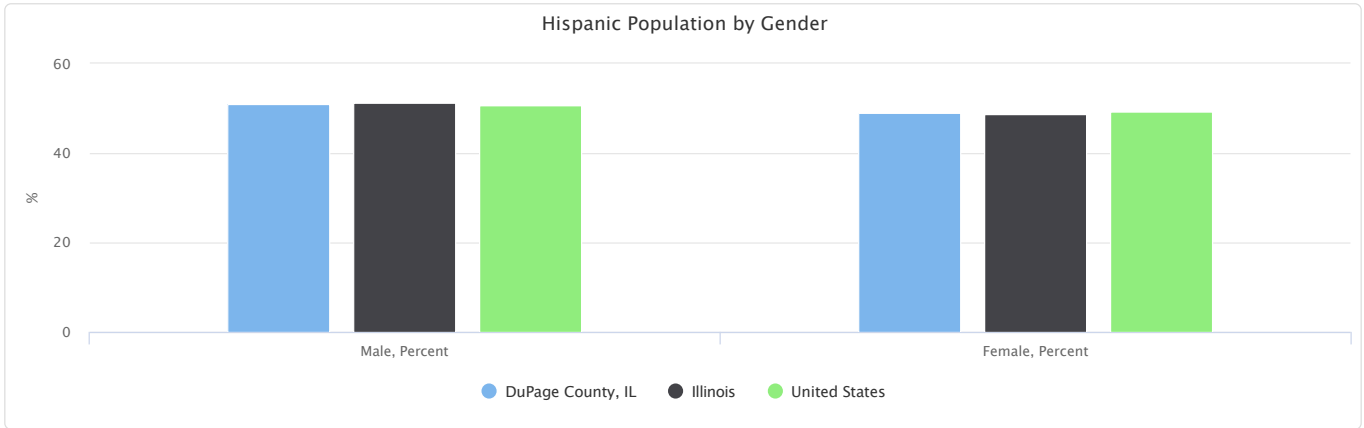


## Hispanic Population by Gender

This indicator reports the total and percentage of Hispanic population by gender. Among the Hispanic population in the report area, 51.10% are male and 48.90% are female.

Report Area	Male	Female	Male, Percent	Female, Percent
DuPage County, IL	70,420	67,386	51.10%	48.90%
Illinois	1,167,678	1,108,026	51.31%	48.69%
United States	31,330,296	30,425,570	50.73%	49.27%

Data Source: US Census Bureau, American Community Survey, 2018-22.



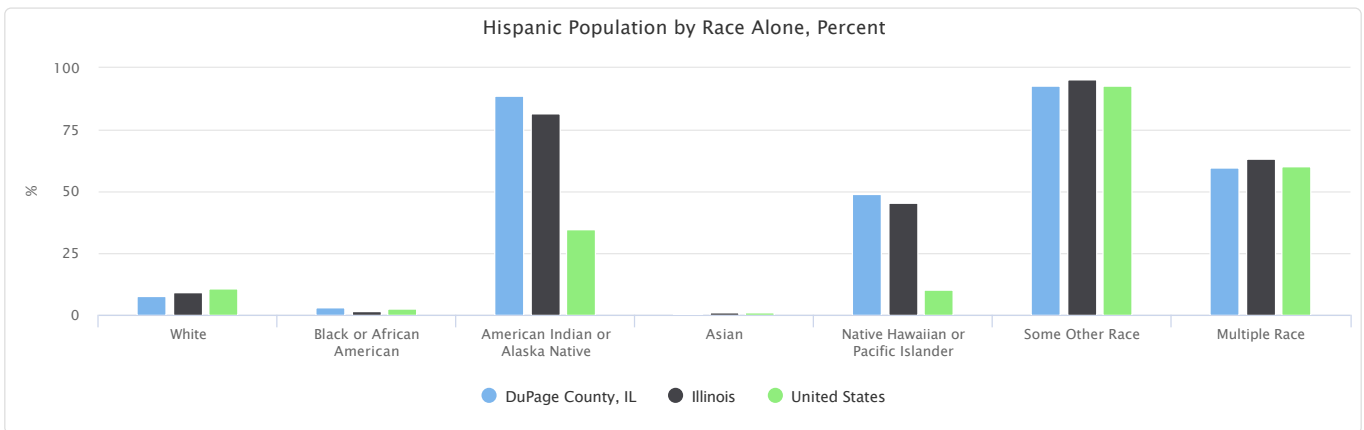
### Hispanic Population by Race Alone, Percent

This indicator reports the percentage of Hispanic population by race alone.

The percentage values could be interpreted as, for example, "Of all the white population in the report area, the percentage of people who are Hispanic is (value)."

Report Area	White	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	7.89%	3.14%	88.97%	0.33%	49.03%	92.93%	59.62%
Illinois	9.38%	1.72%	81.87%	0.93%	45.60%	95.23%	63.07%
United States	10.65%	2.77%	34.46%	1.25%	10.13%	92.91%	60.10%

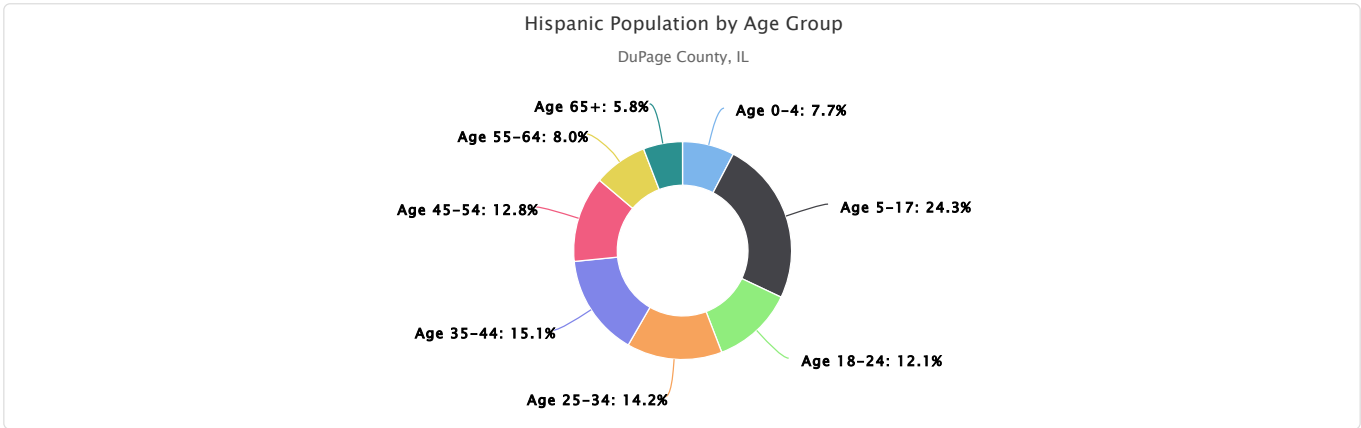
Data Source: US Census Bureau, American Community Survey, 2018-22.



### Hispanic Population by Age Group

Report Area	Age 0-4	Age 5-17	Age 18-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65+
DuPage County, IL	10,606	33,545	16,700	19,538	20,775	17,603	11,010	8,029
Illinois	170,170	528,397	279,824	341,049	335,330	281,620	184,698	154,616
United States	4,937,753	13,784,955	7,240,764	9,504,815	8,871,503	7,337,888	5,291,724	4,786,464

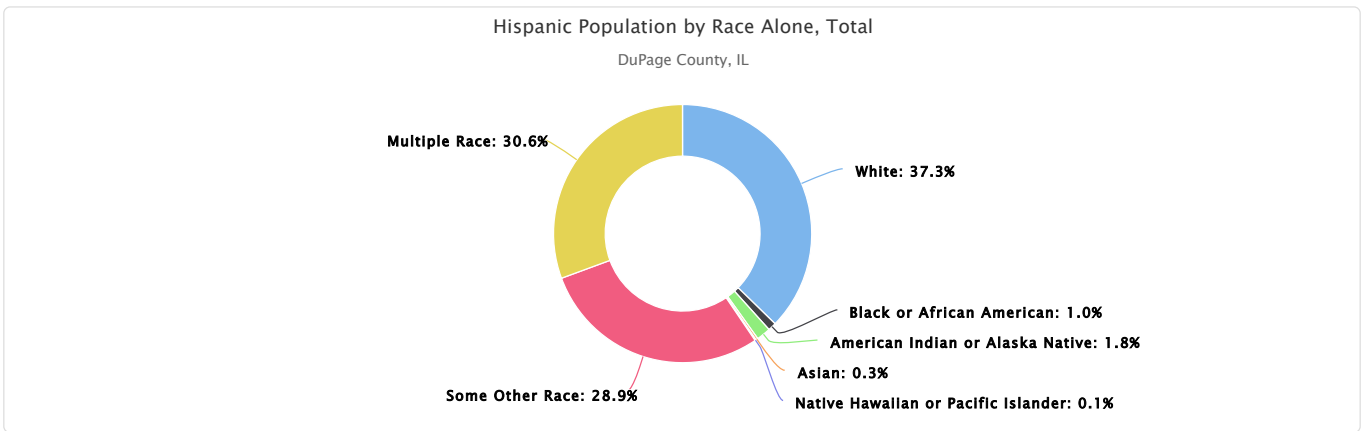
Data Source: US Census Bureau, American Community Survey, 2018-22.



### Hispanic Population by Race Alone, Total

Report Area	White	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	51,403	1,433	2,443	380	177	39,791	42,179
Illinois	787,044	30,454	45,700	6,874	2,497	802,386	600,749
United States	23,236,960	1,142,180	960,145	239,537	63,302	18,600,063	17,513,679

Data Source: US Census Bureau, American Community Survey, 2018-22.

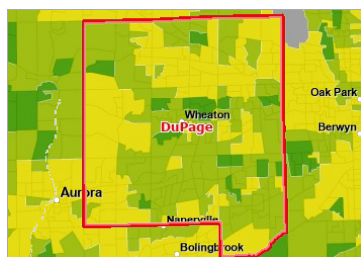


### Non-Hispanic White Population

The estimated population that is non-Hispanic white in the report area is 600,034. This represents 64.48% of the total report area population, which is greater than the national rate of 58.86%.

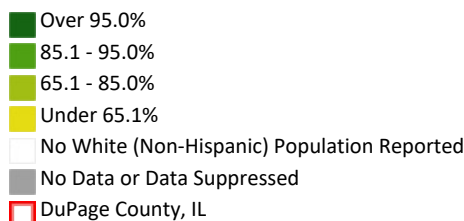
Report Area	Total Population	Non-Hispanic White Population	Percent Population Non-Hispanic White
DuPage County, IL	930,559	600,034	64.48%
Illinois	12,757,634	7,601,615	59.58%
United States	331,097,593	194,886,464	58.86%

Data Source: US Census Bureau, American Community Survey, 2018-22.



[View larger map](#)

Population, White (Non-Hispanic), Percent by Tract, ACS 2018-22

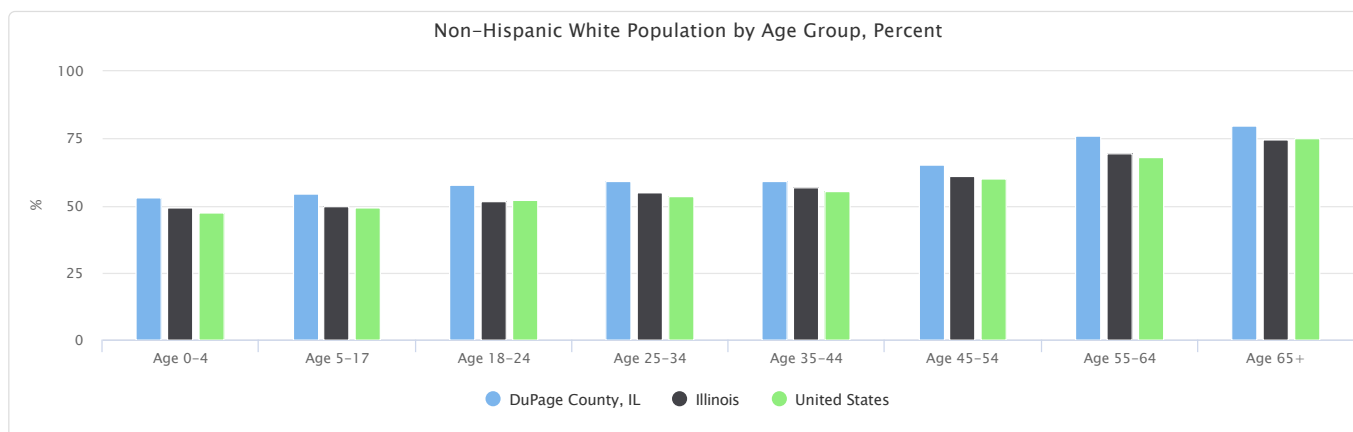


## Non-Hispanic White Population by Age Group, Percent

This indicator reports the percentage of non-Hispanic white population by age group. The percentage values could be interpreted as, for example, among the age 0-4 population in the report area, 53.26% are non-Hispanic white; among the age 5-17 population, 54.53% are non-Hispanic white; etc.

Report Area	Age 0-4	Age 5-17	Age 18-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65+
DuPage County, IL	53.26%	54.53%	57.86%	59.10%	59.25%	65.38%	75.97%	79.79%
Illinois	49.35%	49.76%	51.69%	54.81%	57.01%	60.87%	69.40%	74.87%
United States	47.33%	49.10%	52.23%	53.75%	55.49%	60.09%	68.02%	75.15%

Data Source: US Census Bureau, American Community Survey, 2018-22.



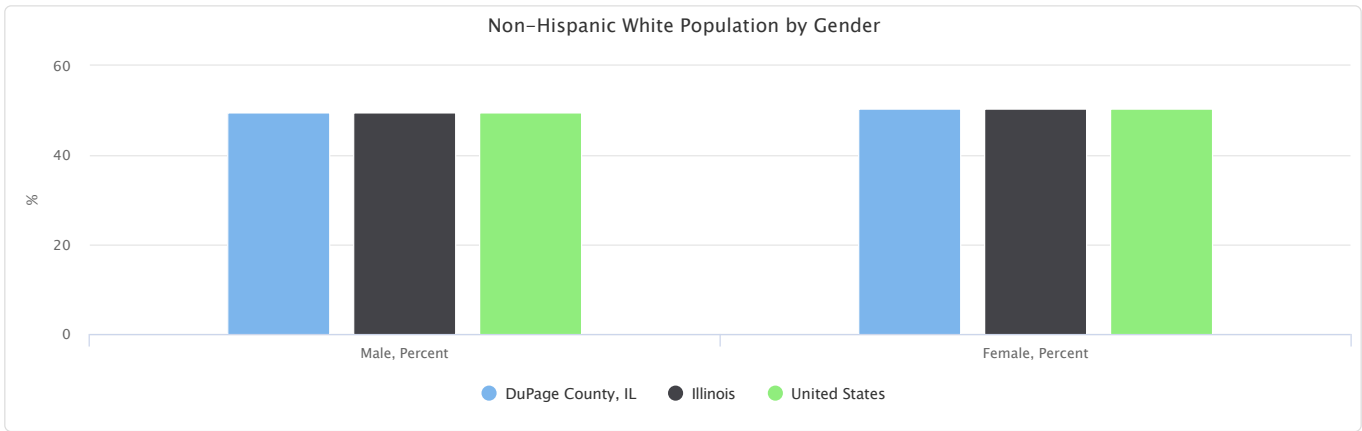
## Non-Hispanic White Population by Gender

This indicator reports the total count of the non-Hispanic white population by gender. The percentage values could be interpreted as, among the non-Hispanic white population in the report area, 49.49% are male and 50.51% are female.

Report Area	Male	Female	Male, Percent	Female, Percent
DuPage County, IL	296,944	303,090	49.49%	50.51%
Illinois	3,770,342	3,831,273	49.60%	50.40%
United States	96,850,281	98,036,183	49.70%	50.30%

Data Source: US Census Bureau, American Community Survey, 2018-22.



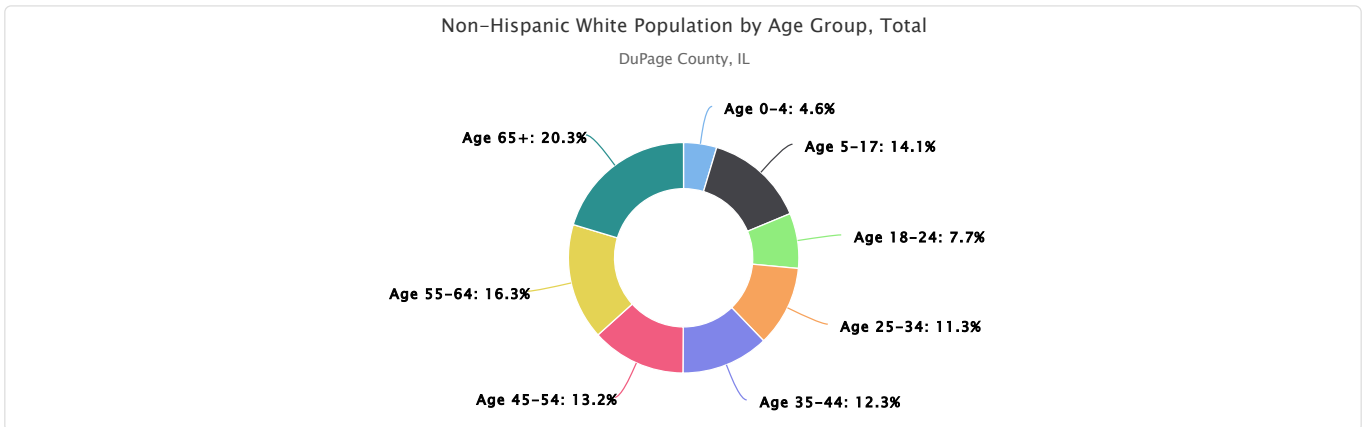


### Non-Hispanic White Population by Age Group, Total

This indicator reports the total count of the non-Hispanic white population by age group.

Report Area	Age 0-4	Age 5-17	Age 18-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65+
DuPage County, IL	27,870	84,595	46,409	67,956	73,770	79,497	97,838	122,099
Illinois	355,921	1,044,601	615,443	951,114	954,269	978,719	1,151,014	1,550,534
United States	8,995,825	26,617,097	16,338,365	24,394,288	23,754,934	24,687,683	28,961,917	41,136,355

Data Source: US Census Bureau, American Community Survey, 2018-22.

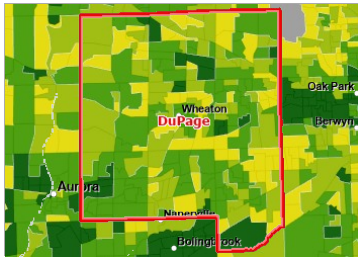


### Black or African American Population

The estimated population that is Black or African American alone in the report area is 45,625. This represents 4.9% of the total report area population, which is less than the national rate of 12.47%. By comparison, the estimated population that is Black or African American alone or in combination with one or more other races in the report area is 56,325. This represents 6.05% of the total report area population, which is less than the national rate of 14.35%.

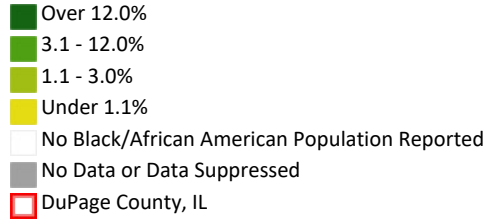
Report Area	Total Population	Black or African American Population Alone	Percent Population Black or African American Alone	Black or African American Population Alone or in Combination	Percent Population Black or African American Alone or in Combination
DuPage County, IL	930,559	45,625	4.9%	56,325	6.05%
Illinois	12,757,634	1,774,605	13.91%	1,971,436	15.45%
United States	331,097,593	41,288,572	12.47%	47,498,346	14.35%

Data Source: US Census Bureau, American Community Survey, 2018-22.



[View larger map](#)

Population, Black or African American, Percent by Tract, ACS 2018-22

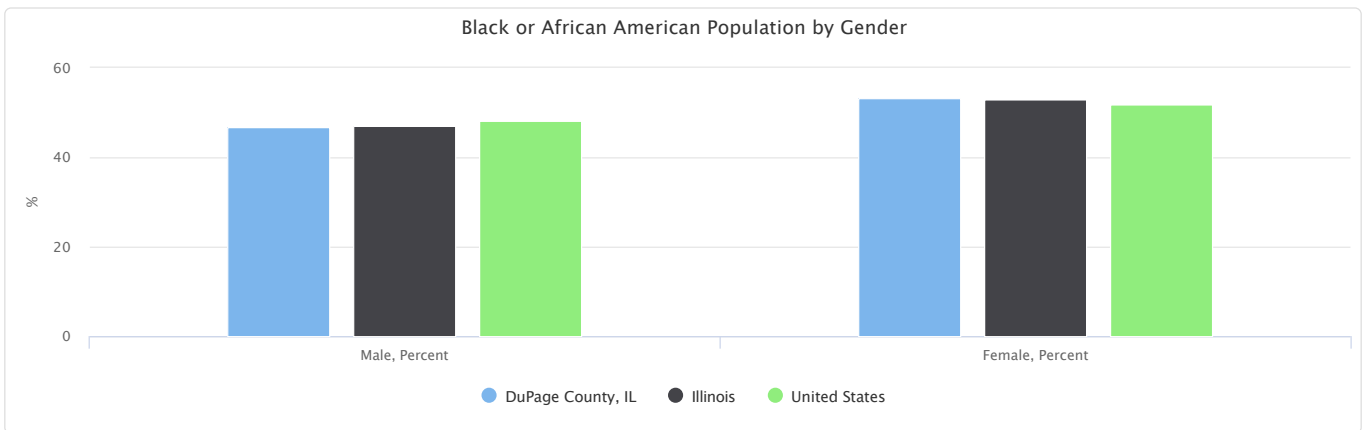


### Black or African American Population by Gender

This indicator reports the total and percentage of Black or African American population by gender. The percentage values could be interpreted as, for example, "Of all the Black or African American population in the report area, the percentage of males is (value)."

Report Area	Male	Female	Male, Percent	Female, Percent
DuPage County, IL	21,358	24,267	46.81%	53.19%
Illinois	834,221	940,384	47.01%	52.99%
United States	19,866,915	21,421,657	48.12%	51.88%

Data Source: US Census Bureau, American Community Survey, 2018-22.

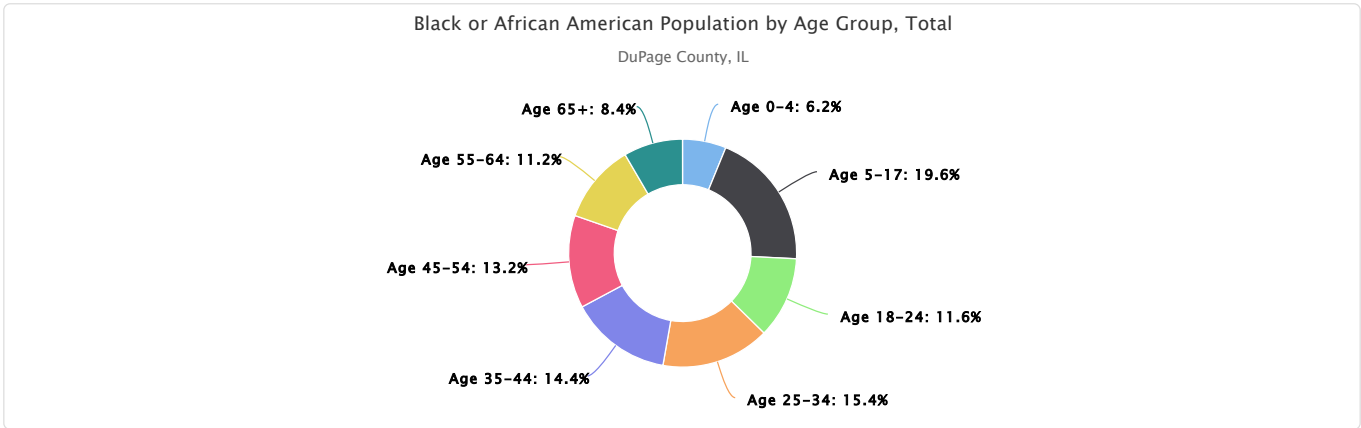


### Black or African American Population by Age Group, Total

This indicator reports the total count of Black or African American population by age group. The values could be interpreted as, for example, "Of all the population age 0-4 in the report area, the total count of Black or African American population is (value)."

Report Area	Age 0-4	Age 5-17	Age 18-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65+
DuPage County, IL	2,820	8,949	5,280	7,026	6,581	6,009	5,124	3,836
Illinois	111,193	313,019	185,109	269,569	221,492	215,760	219,043	239,420
United States	2,595,543	7,420,434	4,395,174	6,381,127	5,442,969	5,070,706	4,950,012	5,032,607

Data Source: US Census Bureau, American Community Survey, 2018-22.



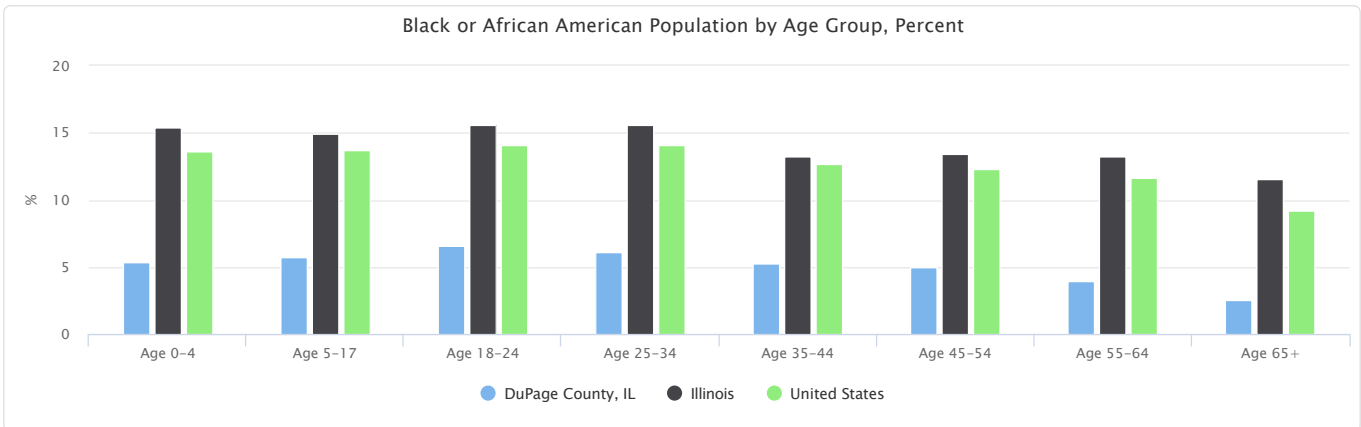
### Black or African American Population by Age Group, Percent

This indicator reports the percentage of Black or African American population by age group.

The values could be interpreted as, for example, "Of all the population age 0-4 in the report area, the percentage of Black or African American population is (value)."

Report Area	Age 0-4	Age 5-17	Age 18-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65+
DuPage County, IL	5.39%	5.77%	6.58%	6.11%	5.29%	4.94%	3.98%	2.51%
Illinois	15.42%	14.91%	15.55%	15.54%	13.23%	13.42%	13.21%	11.56%
United States	13.66%	13.69%	14.05%	14.06%	12.71%	12.34%	11.63%	9.19%

Data Source: US Census Bureau, American Community Survey, 2018-22.

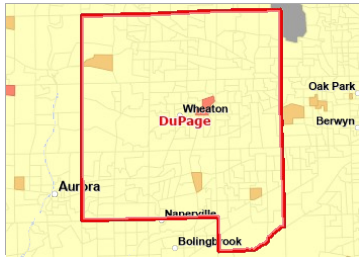


### Veteran Population

This indicator reports the percentage of the population age 18 and older that served (even for a short time), but is not currently serving, on active duty in the U.S. Army, Navy, Air Force, Marine Corps, or the Coast Guard, or that served in the U.S. Merchant Marine during World War II. Of the 722,670 population of the report area, 27,703 or 3.83% are veterans.

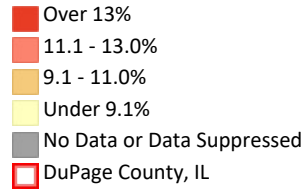
Report Area	Total Population Age 18+	Total Veterans	Veterans, Percent of Total Population
DuPage County, IL	722,670	27,703	3.83%
Illinois	9,917,688	518,426	5.23%
United States	256,649,167	17,038,807	6.64%

Data Source: US Census Bureau, American Community Survey, 2018-22.



[View larger map](#)

Veterans, Percent of Total Population by Tract, ACS 2018-22



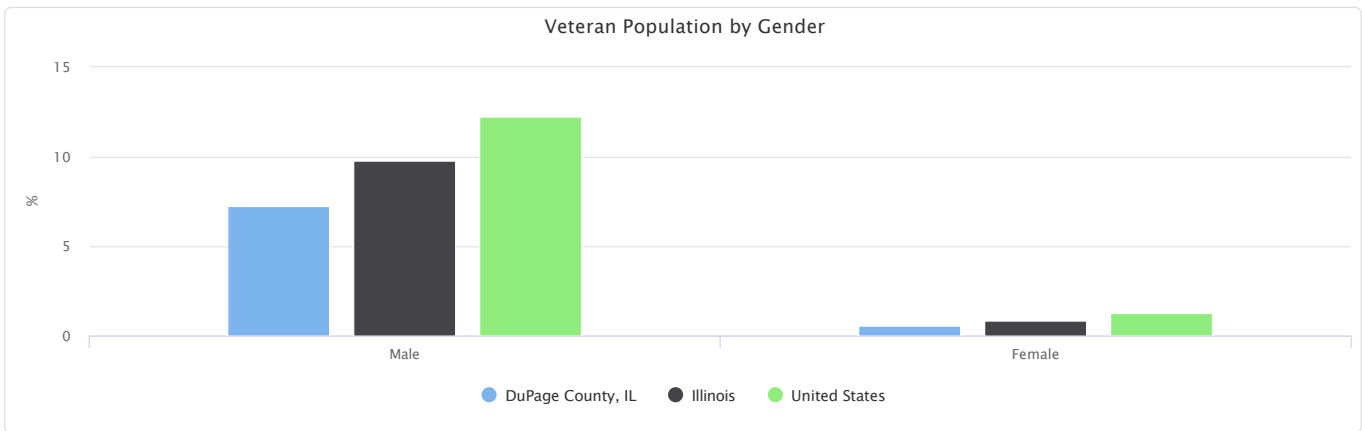
## Veteran Population by Gender

This indicator reports the veteran population in the report area by gender.

The percentage values could be interpreted as, of all the males within the report area, the veteran population is 7.24%; of all the females within the report area, the veteran population is 0.55%.

Report Area	Male	Female	Male, Percent	Female, Percent
DuPage County, IL	25,681	2,022	7.24%	0.55%
Illinois	476,629	41,797	9.82%	0.83%
United States	15,393,807	1,645,000	12.25%	1.26%

Data Source: US Census Bureau, American Community Survey, 2018-22.

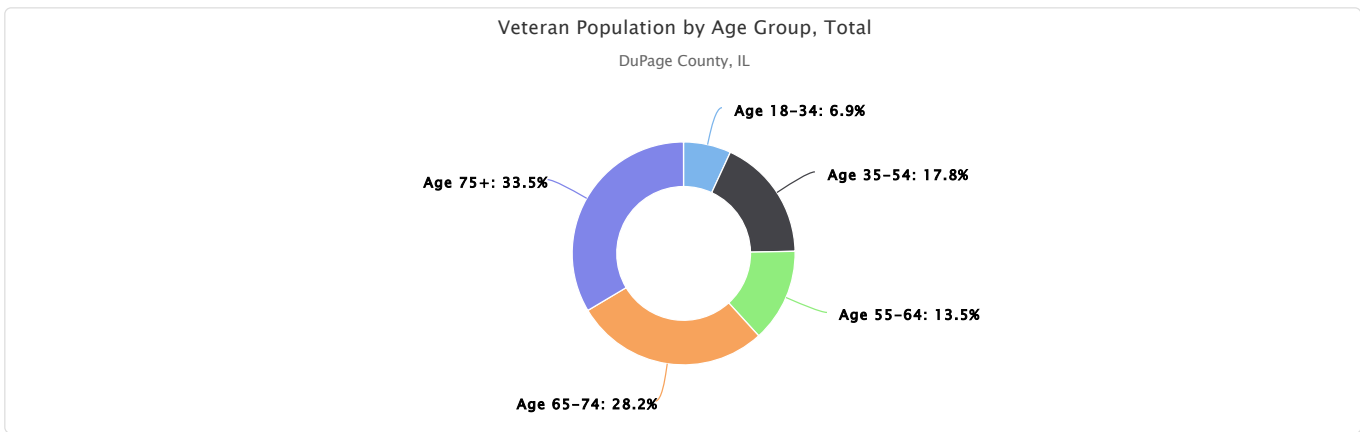


## Veteran Population by Age Group, Total

This indicator reports the total veteran population in the report area by age group.

Report Area	Age 18-34	Age 35-54	Age 55-64	Age 65-74	Age 75+
DuPage County, IL	1,910	4,933	3,750	7,817	9,293
Illinois	42,257	116,443	85,488	135,771	138,467
United States	1,466,430	4,049,416	3,120,173	4,256,020	4,146,768

Data Source: US Census Bureau, American Community Survey, 2018-22.



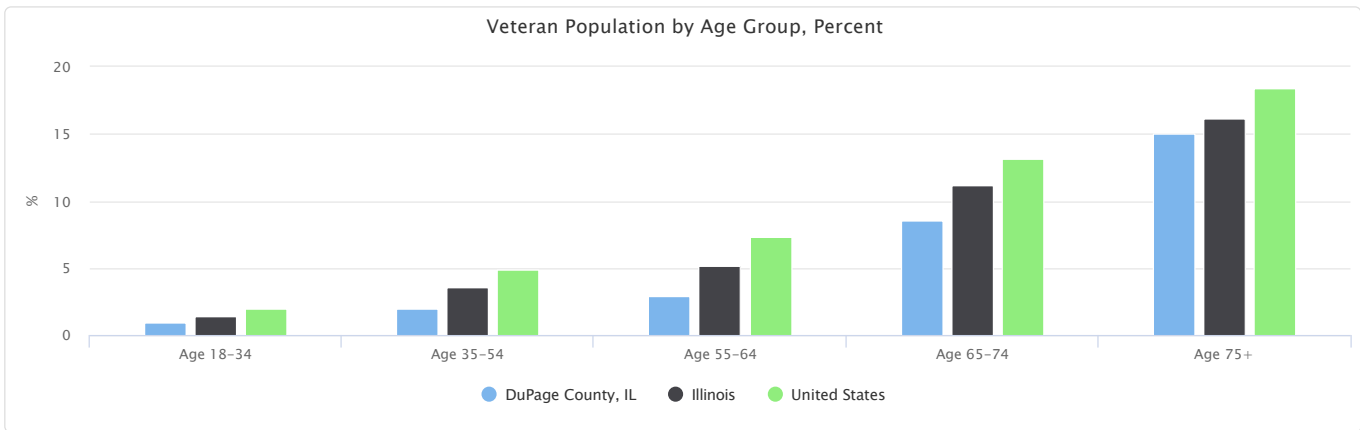
## Veteran Population by Age Group, Percent

This indicator reports the percentage of veterans in the report area by age group.

The percentage values could be interpreted as, for example, "Of all the population age 18-34 in the report area, the percentage of veterans is (value)."

Report Area	Age 18-34	Age 35-54	Age 55-64	Age 65-74	Age 75+
DuPage County, IL	0.98%	2.01%	2.91%	8.59%	14.99%
Illinois	1.45%	3.55%	5.15%	11.20%	16.13%
United States	1.94%	4.85%	7.33%	13.19%	18.45%

Data Source: US Census Bureau, *American Community Survey*, 2018-22.

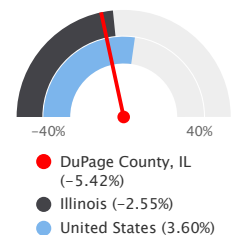


## Migration Patterns - Total Population

This indicator reports the net migration rate of the total population between 2000 and 2010.

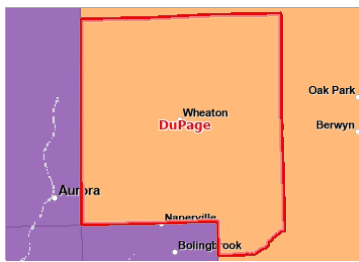
Report Area	Starting Population (2000)	Ending Population (2010)	Natural Change	Net Migration	Migration Rate
DuPage County, IL	850,407	917,470	119,669	-52,607	<b>-5.42%</b>
Illinois	11,799,185	12,872,356	1,410,394	-337,216	-2.55%
United States	267,981,052	309,745,042	30,987,709	10,776,072	3.60%

Net Migration Rate, 2000 to 2010



Note: This indicator is compared to the state average.

Data Source: University of Wisconsin Net Migration Patterns for US Counties, 2000 to 2010.



[View larger map](#)

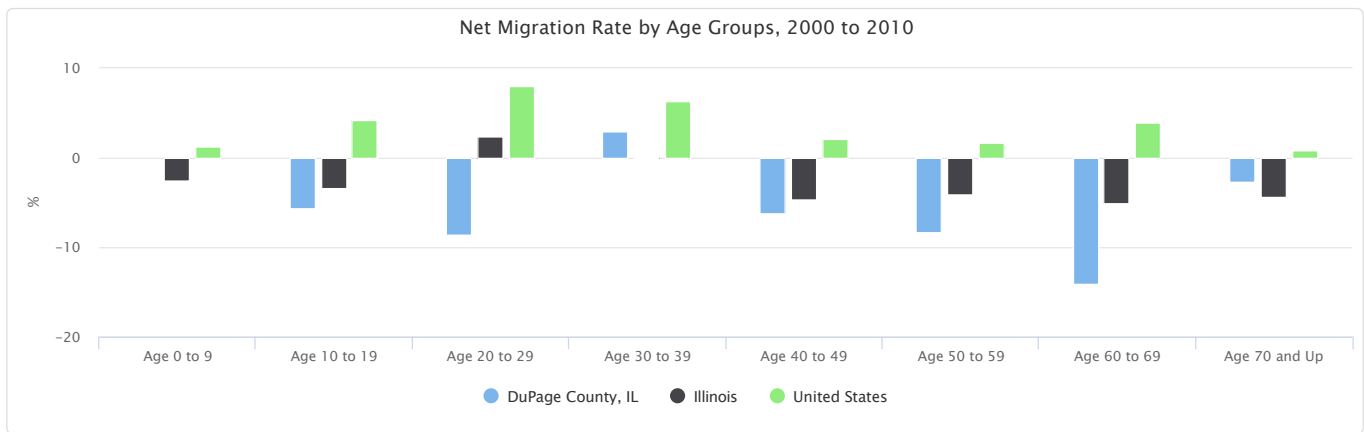
### Net Migration, Rate per 100 Population by County, Uni. of Wisconsin 2000 to 2010

- Over 10.0% Increase (+)
- 2.0 - 10.0% Increase (+)
- Less Than 2.0% Change (+/-)
- 2.0 - 10.0% Decrease (-)
- Over 10.0% Decrease (-)
- No Population or No Data
- DuPage County, IL

### Net Migration Rate by Age Groups, 2000 to 2010

Report Area	Age 0 to 9	Age 10 to 19	Age 20 to 29	Age 30 to 39	Age 40 to 49	Age 50 to 59	Age 60 to 69	Age 70 and Up
DuPage County, IL	-0.01%	-5.68%	-8.55%	3.00%	-6.18%	-8.30%	-14.15%	-2.71%
Illinois	-2.49%	-3.37%	2.45%	0.09%	-4.71%	-4.05%	-5.08%	-4.42%
United States	1.23%	4.26%	8.04%	6.33%	2.10%	1.67%	3.88%	0.89%

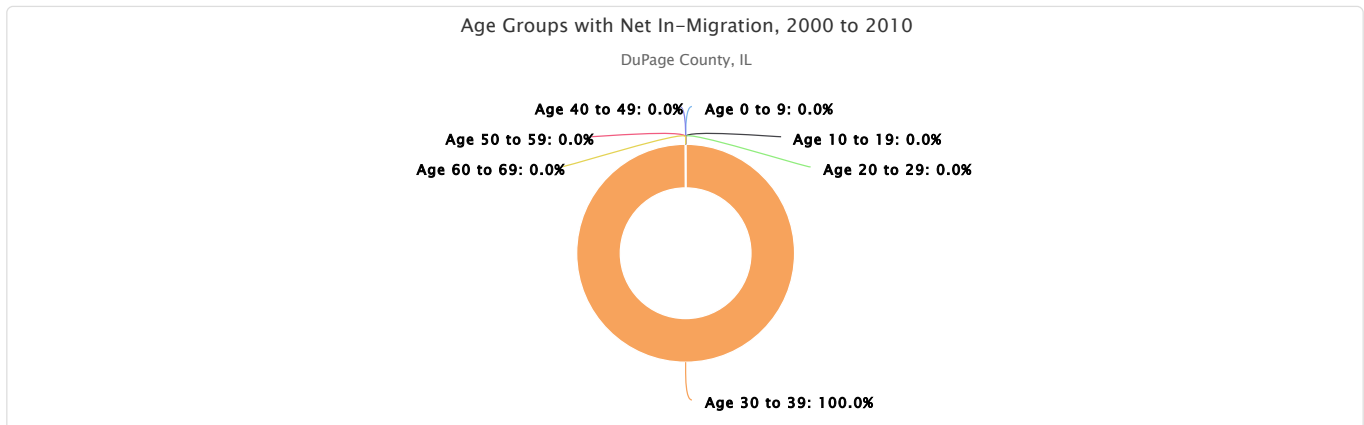
Data Source: University of Wisconsin Net Migration Patterns for US Counties, 2000 to 2010.



### Age Groups with Net In-Migration, 2000 to 2010

Report Area	Age 0 to 9	Age 10 to 19	Age 20 to 29	Age 30 to 39	Age 40 to 49	Age 50 to 59	Age 60 to 69	Age 70 and Up
DuPage County, IL	0	0	0	3,421	0	0	0	0
Illinois	0	0	43,265	1,494	0	0	0	0
United States	505,229	1,735,379	3,210,126	2,413,570	901,350	686,141	1,078,942	245,335

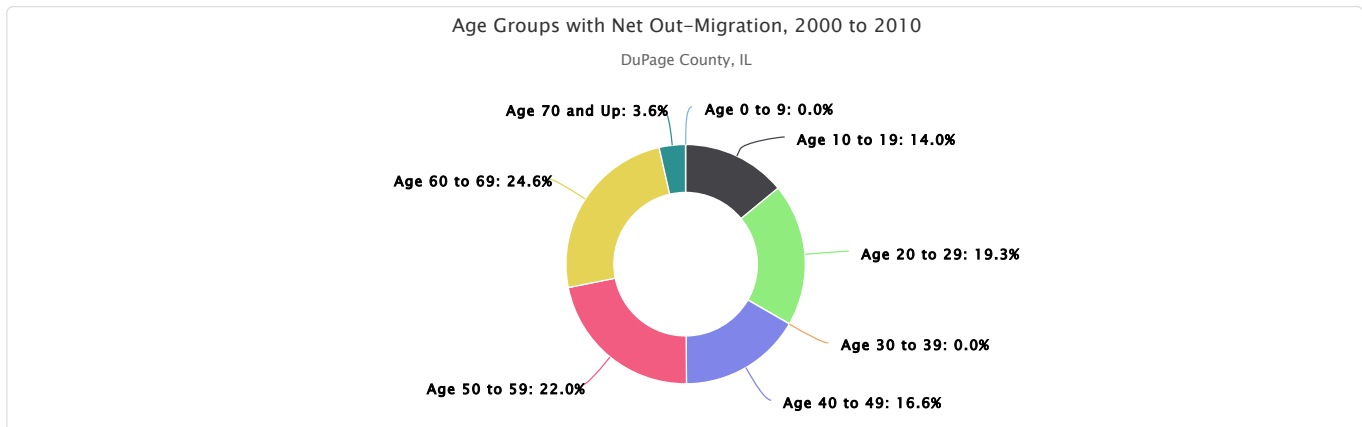
Data Source: University of Wisconsin Net Migration Patterns for US Counties, 2000 to 2010.



## Age Groups with Net Out-Migration, 2000 to 2010

Report Area	Age 0 to 9	Age 10 to 19	Age 20 to 29	Age 30 to 39	Age 40 to 49	Age 50 to 59	Age 60 to 69	Age 70 and Up
DuPage County, IL	17	7,854	10,804	0	9,274	12,320	13,763	1,996
Illinois	44,345	62,473	0	0	89,695	72,931	60,758	51,773
United States	0	0	0	0	0	0	0	0

Data Source: University of Wisconsin Net Migration Patterns for US Counties, 2000 to 2010.



## Migration Patterns - Young Adult

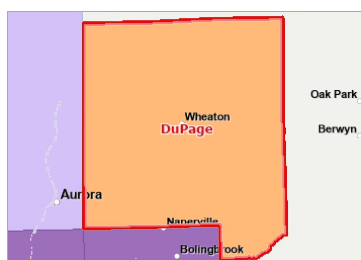
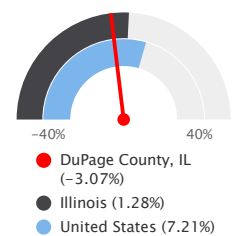
This indicator reports the net migration rate of young adults (age 20-39) between 2000 and 2010. This indicator is important because Millennials now constitute the largest proportion of the workforce, and their migration patterns affect the viability of local economies across the United States.

Report Area	Starting Population (2000)	Ending Population (2010)	Natural Change	Net Migration	Migration Rate
DuPage County, IL	266,446	233,002	-26,062	-7,383	<b>-3.07%</b>
Illinois	3,695,354	3,545,620	-194,494	44,759	1.28%
United States	82,285,240	83,662,776	-4,246,194	5,623,696	7.21%

Note: This indicator is compared to the state average.

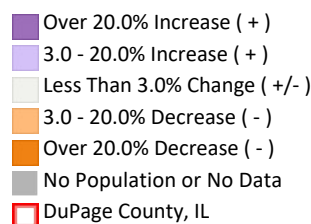
Data Source: University of Wisconsin Net Migration Patterns for US Counties, 2000 to 2010.

Net Migration Rate of Young Adults, 2000 to 2010



[View larger map](#)

Net Migration, Young Adults, Rate per 100 Population Age 20-39 by County, Uni. of Wisconsin 2000 to 2010



## Income and Economics

### Employment - Employment Change

This indicator reports the net rate of change in employment within the report area. Rates are calculated by dividing the net change in employment due to business births, deaths, expansions, and contractions by the total number of employees in the previous year.

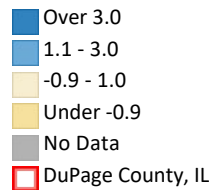
Report Area	Initial Year Employment	Employment Net Change	Employment Net Change Rate
DuPage County, IL	614,185	-692	-0.11%
Illinois	5,498,443	-492	-0.01%
United States	132,733,322	810,749	0.61%

Data Source: US Census Bureau, *Business Dynamics Statistics*, 2019-2020.



[View larger map](#)

Net Change Rate in Employment, Percent Change in Employment (Over Initial Year) by County, BDS 2019-2020



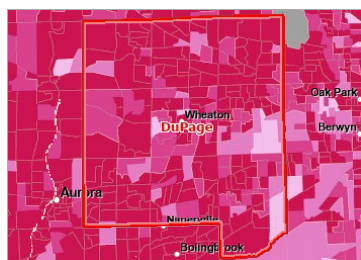
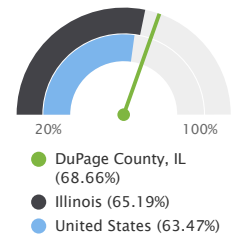
## Employment - Labor Force Participation Rate

The table below displays the labor force participation rate for the report area. According to the 2018 – 2022 American Community Survey, of the 748,929 working age population, 514,215 are included in the labor force. The labor force participation rate is 68.66%.

Report Area	Total Population Age 16+	Labor Force	Labor Force Participation Rate
DuPage County, IL	748,929	514,215	68.66%
Illinois	10,274,014	6,697,663	65.19%
United States	266,411,973	169,093,585	63.47%

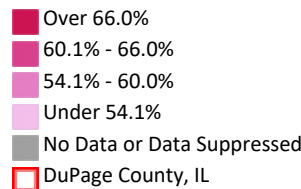
Note: This indicator is compared to the state average.  
Data Source: US Census Bureau, *American Community Survey*, 2018-22.

Labor Force Participation Rate



[View larger map](#)

Labor Force, Participation Rate by Tract, ACS 2018-22



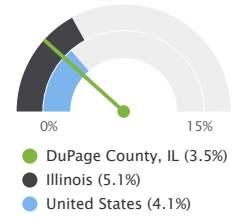
## Employment - Unemployment Rate

Total unemployment in the report area for the current month equals 18,253, or 3.5% of the civilian non-institutionalized population age 16 and older (non-seasonally adjusted). This indicator is relevant because unemployment creates financial instability and barriers to access including insurance coverage, health services, healthy food, and other necessities that contribute to poor health status.

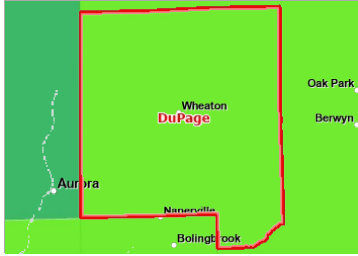


Report Area	Labor Force	Number Employed	Number Unemployed	Unemployment Rate
DuPage County, IL	518,087	499,834	18,253	3.5%
Illinois	6,420,317	6,094,947	325,370	5.1%
United States	167,649,276	160,801,070	6,848,206	4.1%

Unemployment Rate:%

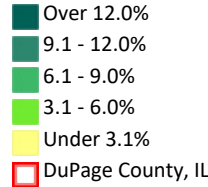


Note: This indicator is compared to the state average.  
Data Source: US Department of Labor, Bureau of Labor Statistics. 2024 - January.



[View larger map](#)

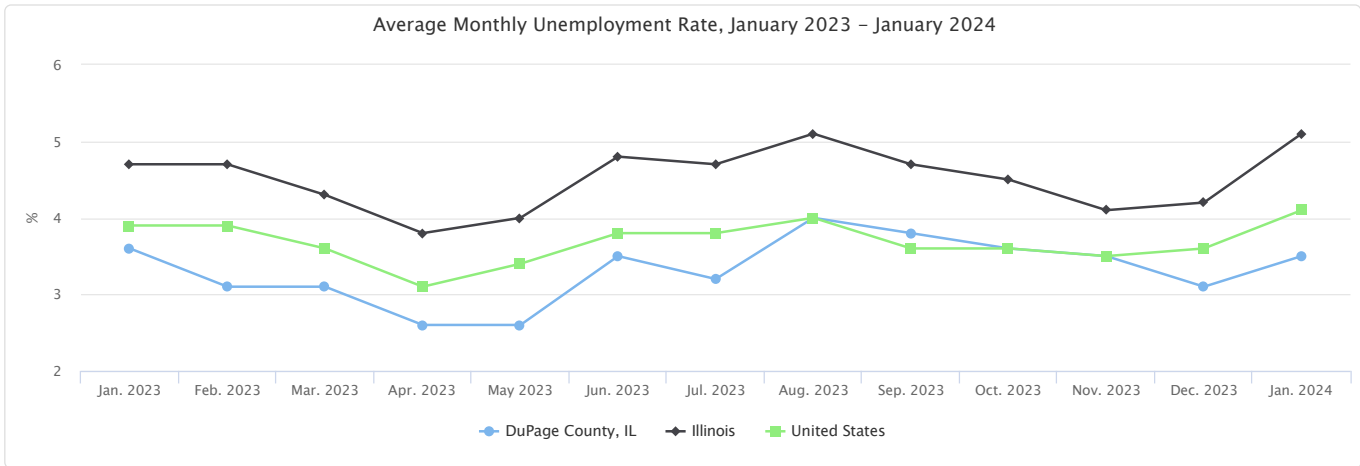
Unemployment, Rate by County, BLS 2024 - January



### Average Monthly Unemployment Rate, January 2023 - January 2024

Report Area	Jan. 2023	Feb. 2023	Mar. 2023	Apr. 2023	May 2023	Jun. 2023	Jul. 2023	Aug. 2023	Sep. 2023	Oct. 2023	Nov. 2023	Dec. 2023	Jan. 2024
DuPage County, IL	3.6%	3.1%	3.1%	2.6%	2.6%	3.5%	3.2%	4.0%	3.8%	3.6%	3.5%	3.1%	3.5%
Illinois	4.7%	4.7%	4.3%	3.8%	4.0%	4.8%	4.7%	5.1%	4.7%	4.5%	4.1%	4.2%	5.1%
United States	3.9%	3.9%	3.6%	3.1%	3.4%	3.8%	3.8%	4.0%	3.6%	3.6%	3.5%	3.6%	4.1%

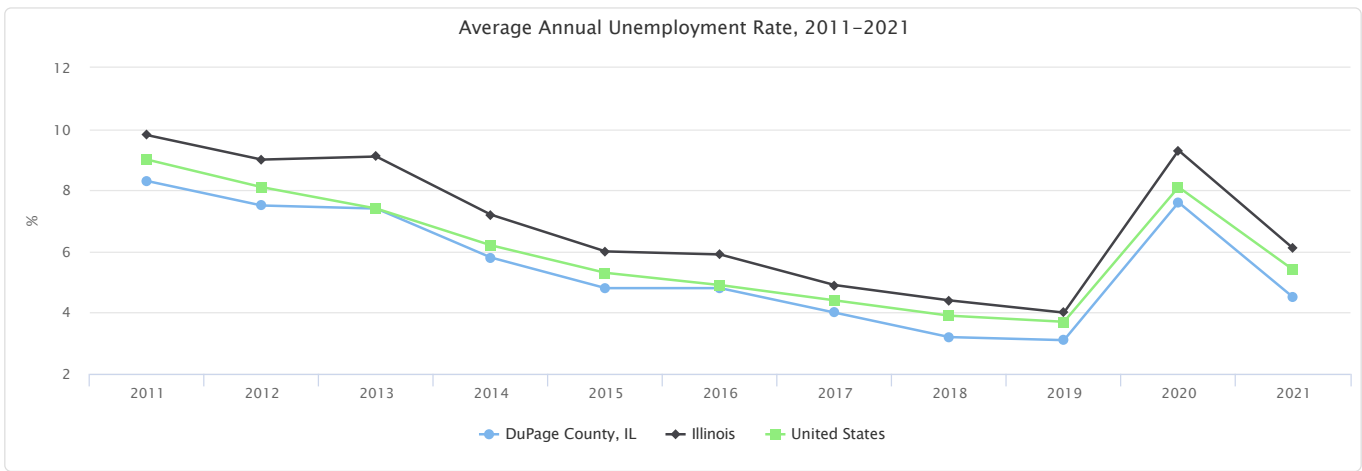
Data Source: US Census Bureau, American Community Survey. 2024 - January.



### Average Annual Unemployment Rate, 2011-2021

Report Area	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
DuPage County, IL	8.3%	7.5%	7.4%	5.8%	4.8%	4.8%	4.0%	3.2%	3.1%	7.6%	4.5%
Illinois	9.8%	9.0%	9.1%	7.2%	6.0%	5.9%	4.9%	4.4%	4.0%	9.3%	6.1%
United States	9.0%	8.1%	7.4%	6.2%	5.3%	4.9%	4.4%	3.9%	3.7%	8.1%	5.4%

Data Source: US Census Bureau, American Community Survey. 2024 - January.

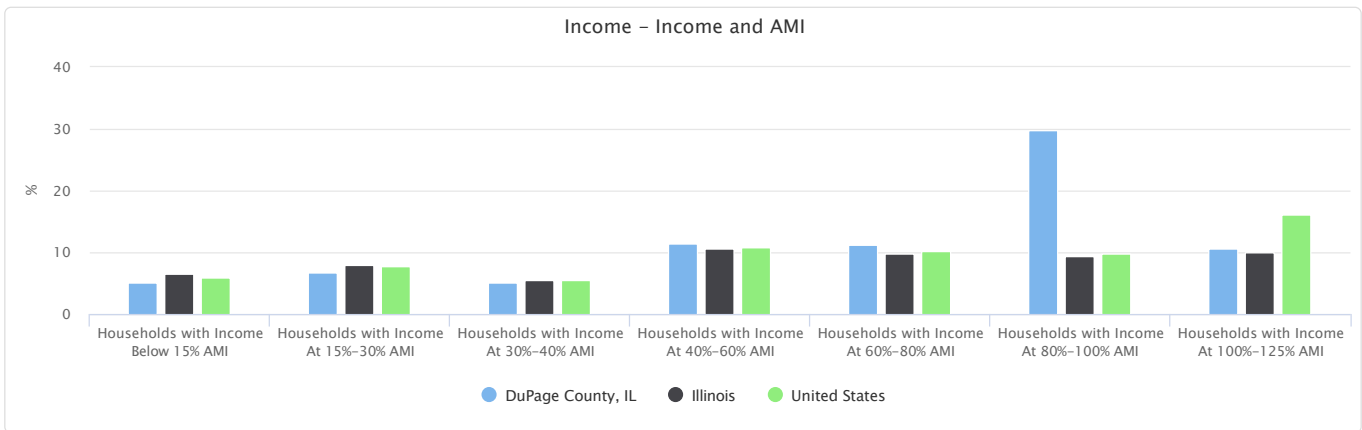


### Income - Income and AMI

This indicator reports the percentage of households at various income levels relative to Area Median Income (AMI) of total households.

Report Area	Households with Income Below 15% AMI	Households with Income At 15%-30% AMI	Households with Income At 30%-40% AMI	Households with Income At 40%-60% AMI	Households with Income At 60%-80% AMI	Households with Income At 80%-100% AMI	Households with Income At 100%-125% AMI
DuPage County, IL	5.17%	6.76%	5.18%	11.34%	11.29%	29.85%	10.58%
Illinois	6.51%	7.9%	5.55%	10.67%	9.84%	9.33%	10.09%
United States	5.86%	7.84%	5.48%	10.85%	10.29%	9.76%	16.05%

Data Source: US Census Bureau, American Community Survey, 2018-22.



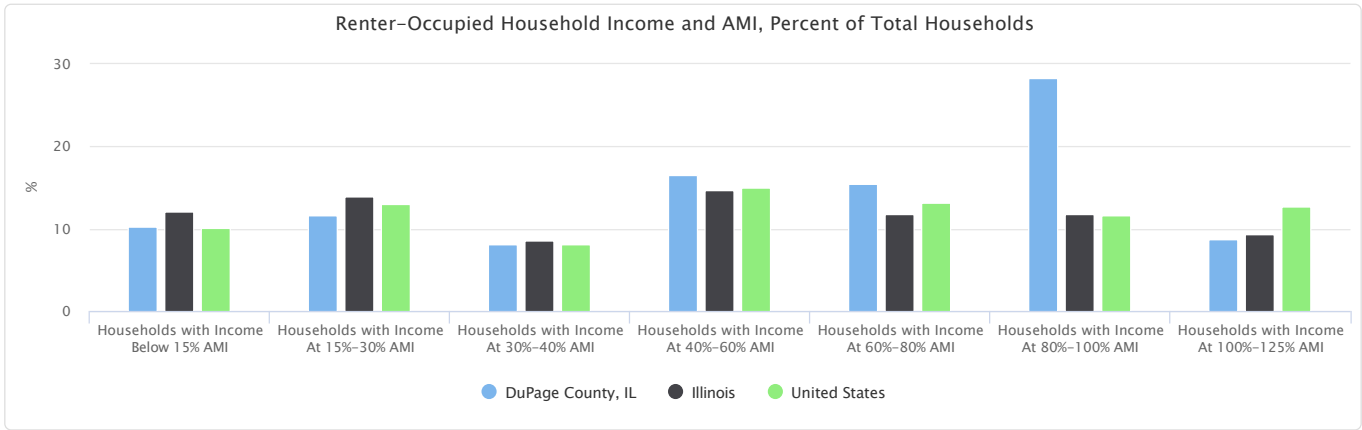
### Renter-Occupied Household Income and AMI, Percent of Total Households

This indicator reports the percentage of renter-occupied households at various income levels relative to Area Median Income (AMI) of total households.

The percentage values could be interpreted as, for example, "Of all the households within the report area, the percentage of renter-occupied households with income below 15% AMI is (value)."

Report Area	Households with Income Below 15% AMI	Households with Income At 15%-30% AMI	Households with Income At 30%-40% AMI	Households with Income At 40%-60% AMI	Households with Income At 60%-80% AMI	Households with Income At 80%-100% AMI	Households with Income At 100%-125% AMI
DuPage County, IL	10.28%	11.69%	8.15%	16.6%	15.52%	28.31%	8.78%
Illinois	12.13%	13.96%	8.6%	14.68%	11.73%	11.78%	9.37%
United States	10.16%	12.96%	8.16%	14.95%	13.1%	11.69%	12.67%

Data Source: US Census Bureau, American Community Survey, 2018-22.



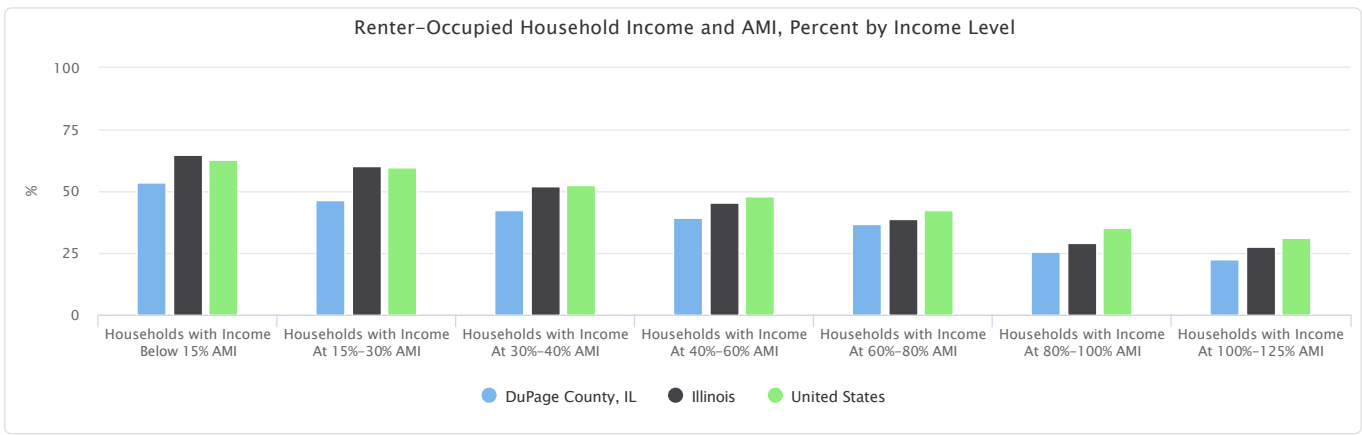
### Renter-Occupied Household Income and AMI, Percent by Income Level

This indicator reports the percentage of renter-occupied households at various income levels relative to Area Median Income (AMI) as a proportion of total households at said income level.

The percentage values could be interpreted as, for example, "Of all the households with income below 15% AMI within the report area, the percentage of renter-occupied households is (value)."

Report Area	Households with Income Below 15% AMI	Households with Income At 15%-30% AMI	Households with Income At 30%-40% AMI	Households with Income At 40%-60% AMI	Households with Income At 60%-80% AMI	Households with Income At 80%-100% AMI	Households with Income At 100%-125% AMI
DuPage County, IL	53.37%	46.41%	42.22%	39.32%	36.92%	25.47%	22.28%
Illinois	64.62%	60.17%	52.21%	45.49%	38.62%	28.91%	27.64%
United States	62.74%	59.69%	52.52%	48%	42.11%	35.42%	30.91%

Data Source: US Census Bureau, American Community Survey, 2018-22.



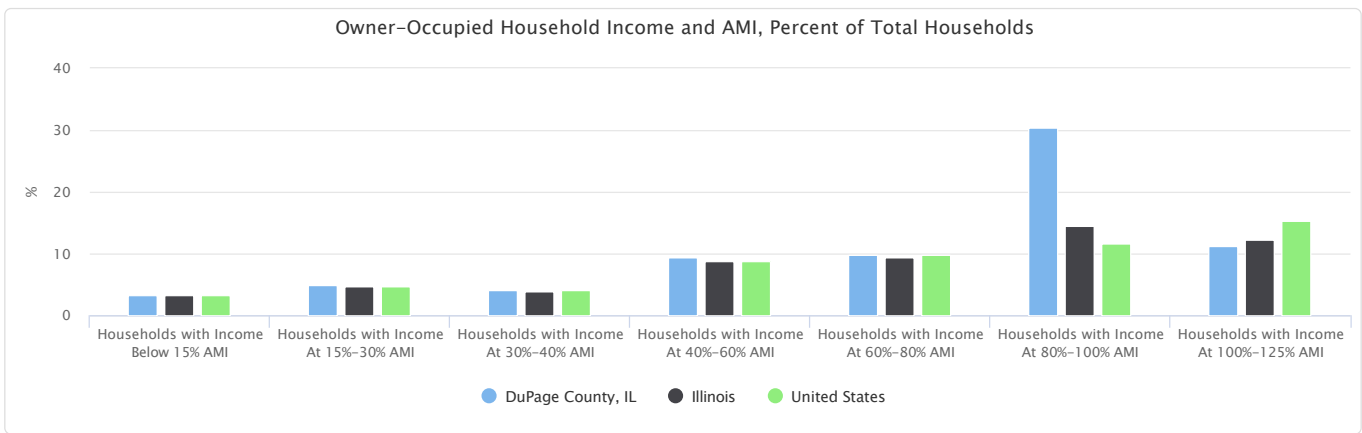
### Owner-Occupied Household Income and AMI, Percent of Total Households

This indicator reports the percentage of owner-occupied households at various income levels relative to Area Median Income (AMI) of total households.

The percentage values could be interpreted as, for example, "Of all the households within the report area, the percentage of owner-occupied households with income below 15% AMI is (value)."

Report Area	Households with Income Below 15% AMI	Households with Income At 15%-30% AMI	Households with Income At 30%-40% AMI	Households with Income At 40%-60% AMI	Households with Income At 60%-80% AMI	Households with Income At 80%-100% AMI	Households with Income At 100%-125% AMI
DuPage County, IL	3.3%	4.96%	4.09%	9.4%	9.74%	30.41%	11.24%
Illinois	3.32%	4.62%	3.93%	8.79%	9.32%	14.48%	12.26%
United States	3.27%	4.76%	3.98%	8.78%	9.76%	11.56%	15.35%

Data Source: US Census Bureau, American Community Survey, 2018-22.



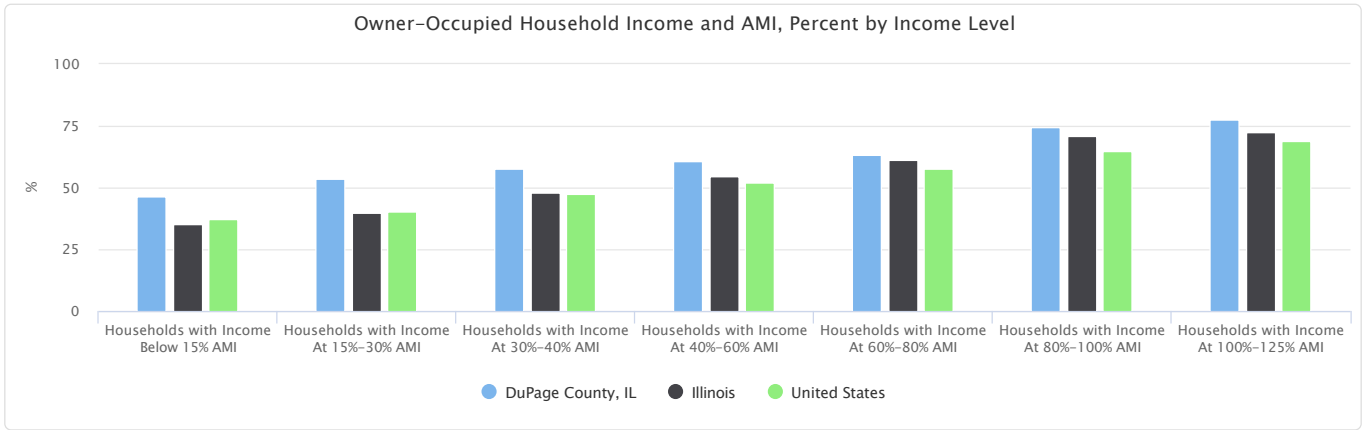
### Owner-Occupied Household Income and AMI, Percent by Income Level

This indicator reports the percentage of owner-occupied households at various income levels relative to Area Median Income (AMI) as a proportion of total households at said income level.

The percentage values could be interpreted as, for example, "Of all the households with income below 15% AMI within the report area, the percentage of owner-occupied households is (value)."

Report Area	Households with Income Below 15% AMI	Households with Income At 15%-30% AMI	Households with Income At 30%-40% AMI	Households with Income At 40%-60% AMI	Households with Income At 60%-80% AMI	Households with Income At 80%-100% AMI	Households with Income At 100%-125% AMI
DuPage County, IL	46.62%	53.6%	57.77%	60.68%	63.09%	74.53%	77.72%
Illinois	35.38%	39.83%	47.79%	54.51%	61.38%	71.09%	72.36%
United States	37.26%	40.46%	47.28%	52%	57.89%	64.58%	69.09%

Data Source: US Census Bureau, American Community Survey, 2018-22.



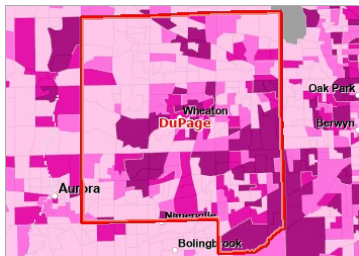
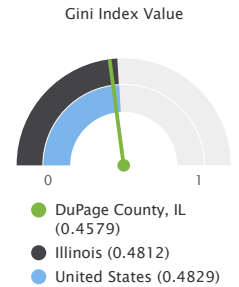
### Income - Inequality (GINI Index)

This indicator reports income inequality using the Gini coefficient. Gini index values range between zero and one. A value of one indicates perfect inequality where only one household has any income. A value of zero indicates perfect equality, where all households have equal income.

Note: Index values are acquired from the 2018-22 American Community Survey and are not available for custom report areas or multi-county areas.

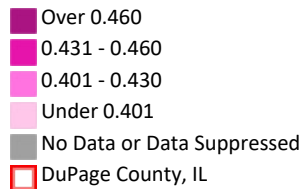
Report Area	Total Households	Gini Index Value
DuPage County, IL	348,870	0.4579
Illinois	4,968,761	0.4812
United States	125,736,353	0.4829

Note: This indicator is compared to the state average.  
Data Source: US Census Bureau, American Community Survey, 2018-22.



[View larger map](#)

### Income Inequality (GINI), Index Value by Tract, ACS 2018-22



## Income Inequality (GINI Index) by Year

This indicator reports the GINI index from 2012-16 to 2017-21.

Report Area	2012-16	2013-17	2014-18	2015-19	2016-20	2017-21
DuPage County, IL	0.4563	0.4549	0.4530	0.4540	0.4503	0.4508
Illinois	0.4789	0.4809	0.4816	0.4821	0.4801	0.4809
United States	0.4804	0.4815	0.4822	0.4823	0.4817	0.4818

Data Source: US Census Bureau, American Community Survey, 2018-22.

## Income - Median Household Income

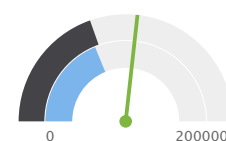
This indicator reports median household income based on the latest 5-year American Community Survey estimates. This includes the income of the householder and all other individuals 15 years old and over in the household, whether they are related to the householder or not. Because many households consist of only one person, average household income is usually less than average family income. There are 348,870 households in the report area, with an average income of \$144,731.03 and a median income of \$107,035.

Report Area	Total Households	Average Household Income	Median Household Income
DuPage County, IL	348,870	\$144,731.03	<b>\$107,035</b>
Illinois	4,968,761	\$108,873.16	\$78,433
United States	125,736,353	\$105,833.04	\$75,149

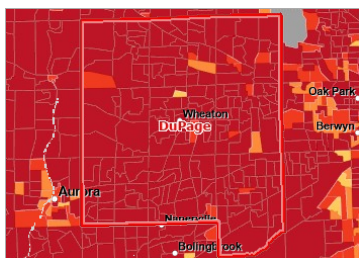
Note: This indicator is compared to the state average.

Data Source: US Census Bureau, American Community Survey, 2018-22.

Median Household Income



- DuPage County, IL (\$107,035)
- Illinois (\$78,433)
- United States (\$75,149)



[View larger map](#)

Median Household Income by Tract, ACS 2018-22

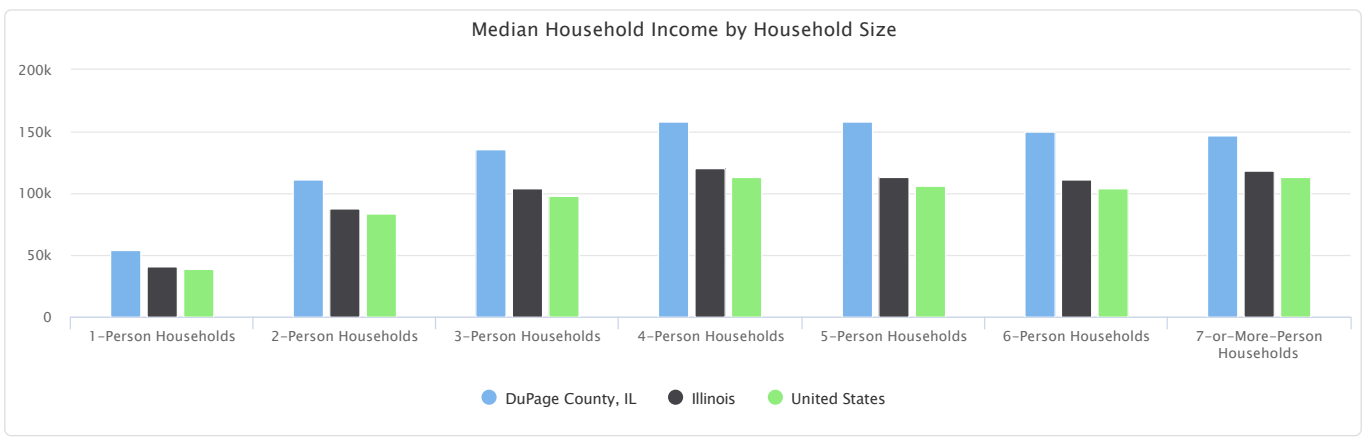
- Over \$70,000
- \$60,000 - \$70,000
- \$50,000 - \$59,999
- Under \$50,000
- No Data or Data Suppressed
- DuPage County, IL

## Median Household Income by Household Size

This indicator reports the median household income of the report area by household size.

Report Area	1-Person Households	2-Person Households	3-Person Households	4-Person Households	5-Person Households	6-Person Households	7-or-More-Person Households
DuPage County, IL	\$54,082	\$110,927	\$135,283	\$158,480	\$158,274	\$150,406	\$146,884
Illinois	\$40,618	\$88,162	\$103,662	\$120,855	\$113,247	\$111,631	\$118,629
United States	\$38,445	\$83,185	\$97,644	\$113,664	\$106,473	\$104,420	\$113,370

Data Source: US Census Bureau, American Community Survey, 2018-22.

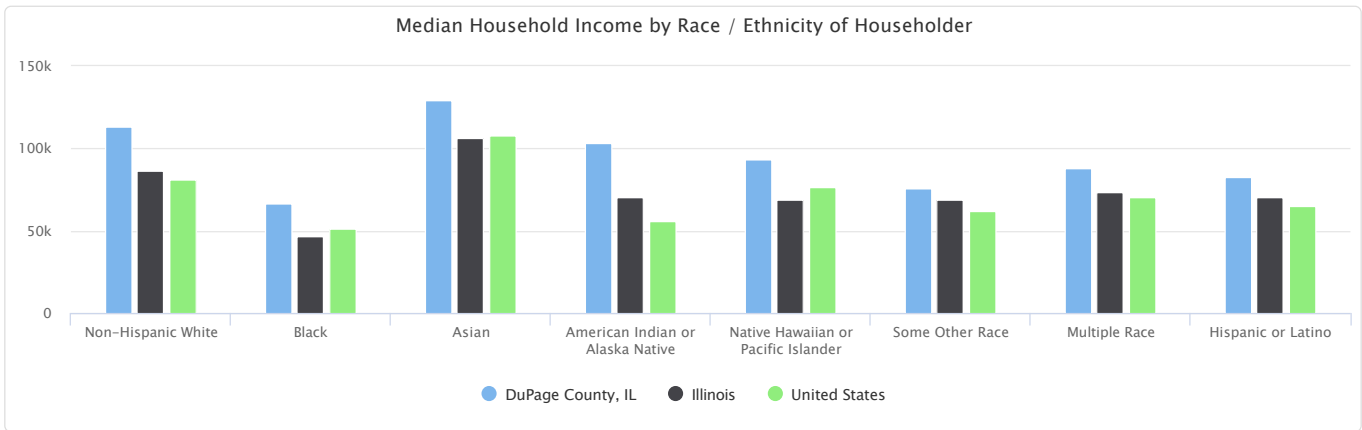


## Median Household Income by Race / Ethnicity of Householder

This indicator reports the median household income of the report area by race / ethnicity of householder.

Report Area	Non-Hispanic White	Black	Asian	American Indian or Alaska Native	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Race	Hispanic or Latino
DuPage County, IL	\$113,319	\$66,409	\$129,112	\$103,625	\$93,462	\$75,812	\$88,079	\$82,970
Illinois	\$86,254	\$46,717	\$106,279	\$70,669	\$69,227	\$68,631	\$73,673	\$70,419
United States	\$81,423	\$50,901	\$107,637	\$55,925	\$76,568	\$61,851	\$70,596	\$64,936

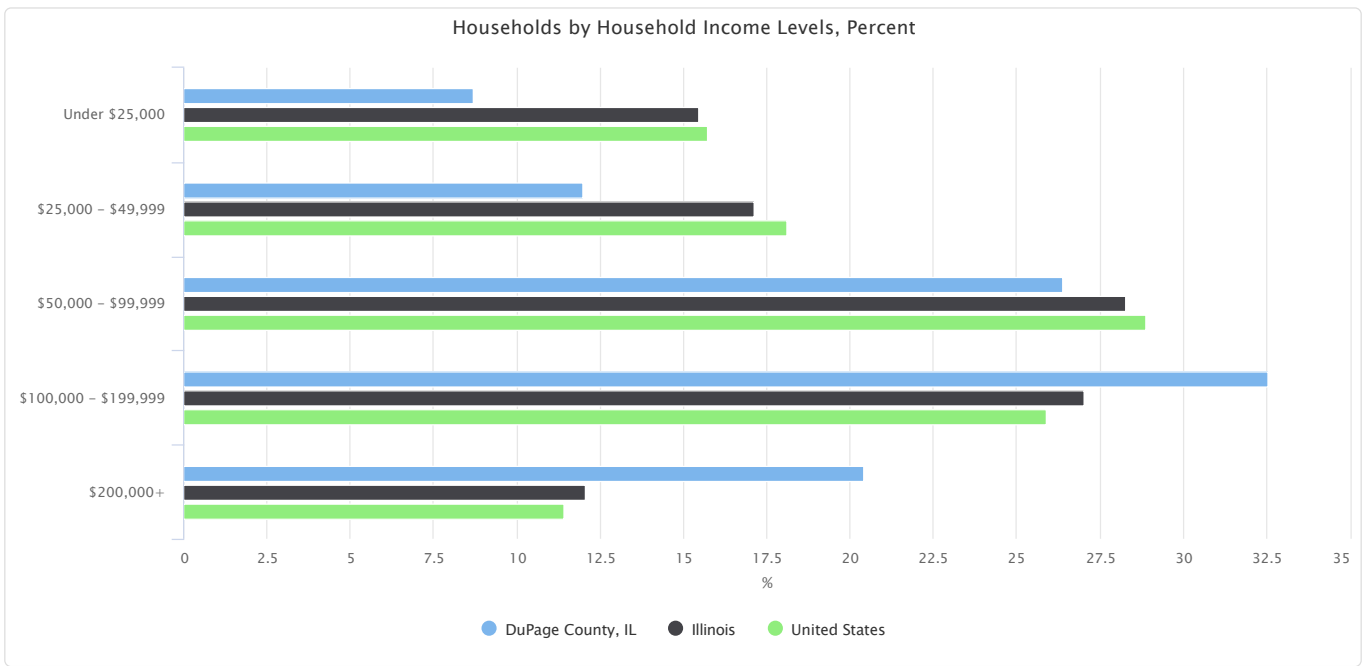
Data Source: US Census Bureau, American Community Survey, 2018-22.



## Households by Household Income Levels, Percent

Report Area	Under \$25,000	\$25,000 - \$49,999	\$50,000 - \$99,999	\$100,000 - \$199,999	\$200,000+
DuPage County, IL	8.69%	11.98%	26.37%	32.54%	20.42%
Illinois	15.46%	17.14%	28.29%	27.04%	12.07%
United States	15.71%	18.11%	28.88%	25.88%	11.41%

Data Source: US Census Bureau, American Community Survey, 2018-22.

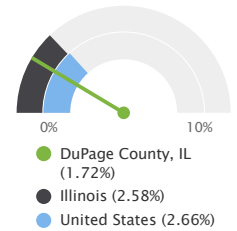


## Income - Public Assistance Income

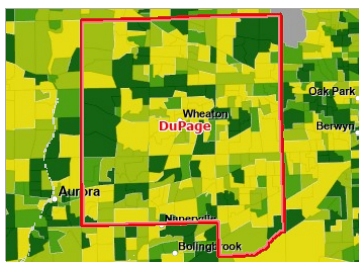
This indicator reports the percentage households receiving public assistance income. Public assistance income includes general assistance and Temporary Assistance to Needy Families (TANF). Separate payments received for hospital or other medical care (vendor payments) are excluded. This does not include Supplemental Security Income (SSI) or noncash benefits such as Food Stamps.

Report Area	Total Households	Households with Public Assistance Income	Percent Households with Public Assistance Income
DuPage County, IL	348,870	5,987	<b>1.72%</b>
Illinois	4,968,761	128,403	2.58%
United States	125,736,353	3,339,152	2.66%

Percent Households with Public Assistance Income

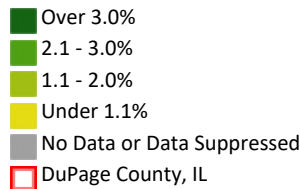


Note: This indicator is compared to the state average.  
 Data Source: US Census Bureau, American Community Survey, 2018-22.



[View larger map](#)

Households with Public Assistance Income, Percent by Tract, ACS 2018-22

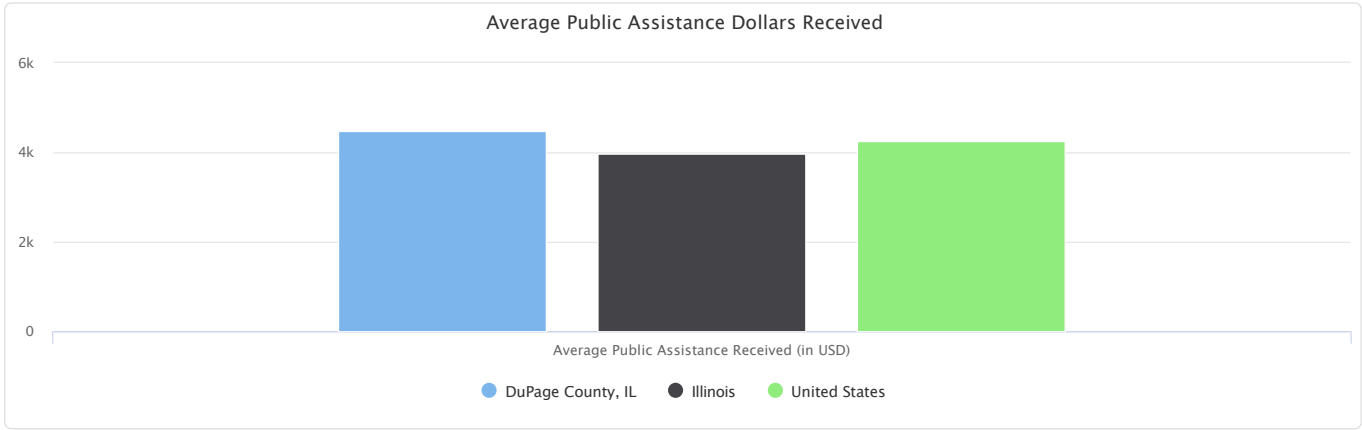


## Average Public Assistance Dollars Received



Report Area	Total Households Receiving Public Assistance Income	Aggregate Public Assistance Dollars Received	Average Public Assistance Received (in USD)
DuPage County, IL	5,987	\$26,843,600	\$4,483
Illinois	128,403	\$510,694,700	\$3,977
United States	3,339,152	\$14,167,234,100	\$4,242

Data Source: US Census Bureau, American Community Survey, 2018-22.

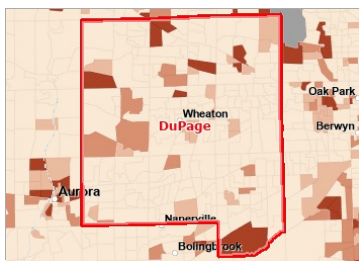
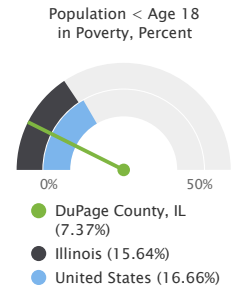


## Poverty - Children Below 100% FPL

In the report area 7.37% or 15,187 children aged 0-17 are living in households with income below the Federal Poverty Level (FPL). This indicator is relevant because poverty creates barriers to access including health services, healthy food, and other necessities that contribute to poor health status.

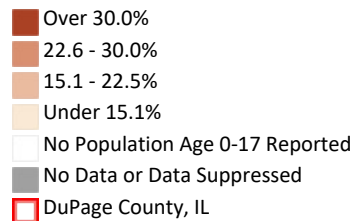
Report Area	Total Population	Population < Age 18	Population < Age 18 in Poverty	Population < Age 18 in Poverty, Percent
DuPage County, IL	917,954	206,036	15,187	7.37%
Illinois	12,478,664	2,780,276	434,906	15.64%
United States	323,275,448	72,035,358	12,002,351	16.66%

Note: This indicator is compared to the state average.  
Data Source: US Census Bureau, American Community Survey, 2018-22.



[View larger map](#)

### Population Below the Poverty Level, Children (Age 0-17), Percent by Tract, ACS 2018-22

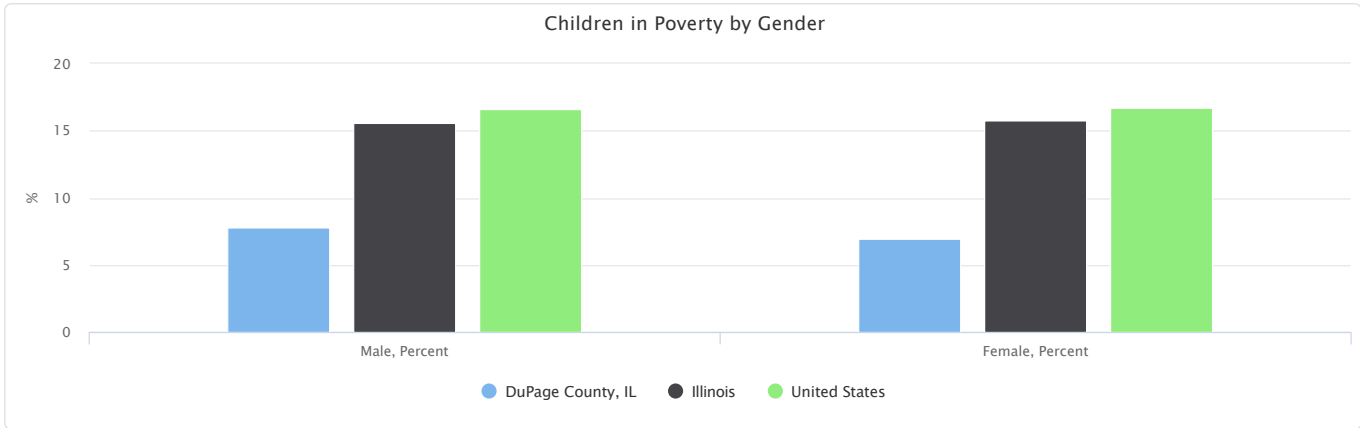


## Children in Poverty by Gender

This indicator reports children aged 0-17 living in households with income below the federal poverty level by gender. The percentage values could be interpreted as, for example, "Of all the boys under age 18 within the report area, the percentage of boys living in households with income below the federal poverty level is (value)."

Report Area	Male	Female	Male, Percent	Female, Percent
DuPage County, IL	8,193	6,994	7.75%	6.97%
Illinois	220,935	213,971	15.54%	15.75%
United States	6,124,747	5,877,604	16.61%	16.72%

Data Source: US Census Bureau, American Community Survey, 2018-22.

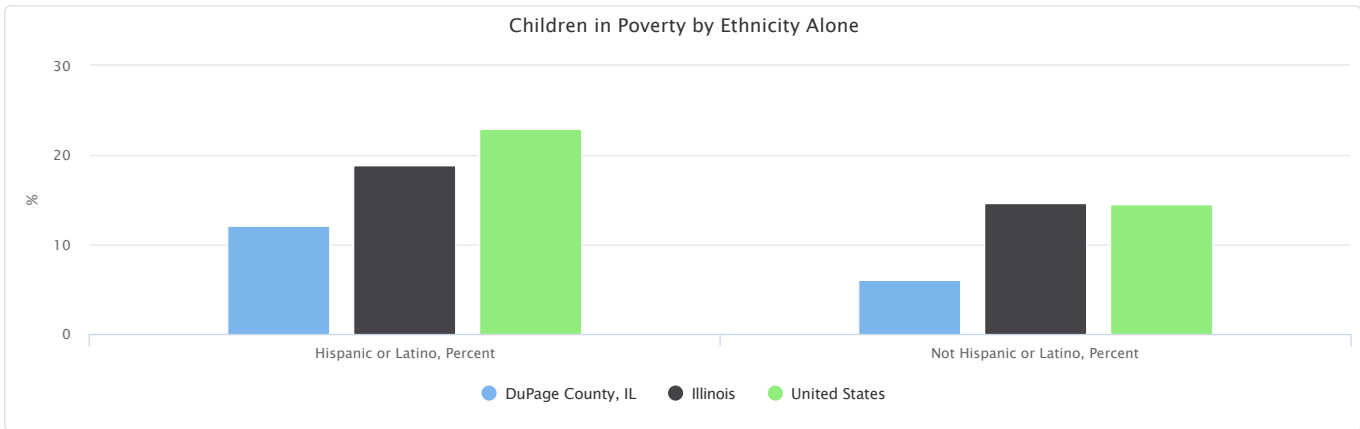


### Children in Poverty by Ethnicity Alone

This indicator reports children aged 0-17 living in households with income below the federal poverty level by ethnicity alone. The percentage values could be interpreted as, for example, "Of all the Hispanic children under age 18 within the report area, the proportion living in households with income below the federal poverty level is (value)."

Report Area	Hispanic or Latino	Not Hispanic or Latino	Hispanic or Latino, Percent	Not Hispanic or Latino, Percent
DuPage County, IL	5,314	9,873	12.17%	6.08%
Illinois	129,987	304,919	18.84%	14.59%
United States	4,231,686	7,770,665	22.95%	14.50%

Data Source: US Census Bureau, American Community Survey, 2018-22.

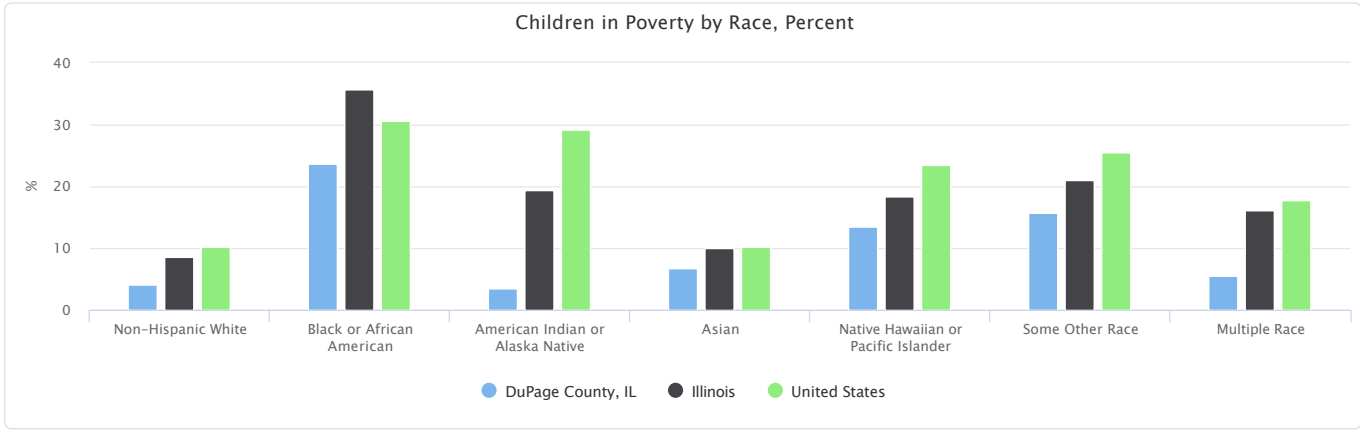


### Children in Poverty by Race, Percent

This indicator reports percent of children aged 0-17 living in households with income below the federal poverty level by race. The percentage values could be interpreted as, for example, "Of all the non-Hispanic white children under age 18 within the report area, the proportion living in households with income below the federal poverty level is (value)."

Report Area	Non-Hispanic White	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	4.15%	23.63%	3.47%	6.66%	13.46%	15.73%	5.49%
Illinois	8.67%	35.63%	19.35%	9.97%	18.38%	21.08%	16.06%
United States	10.21%	30.62%	29.11%	10.17%	23.44%	25.46%	17.68%

Data Source: US Census Bureau, American Community Survey, 2018-22.

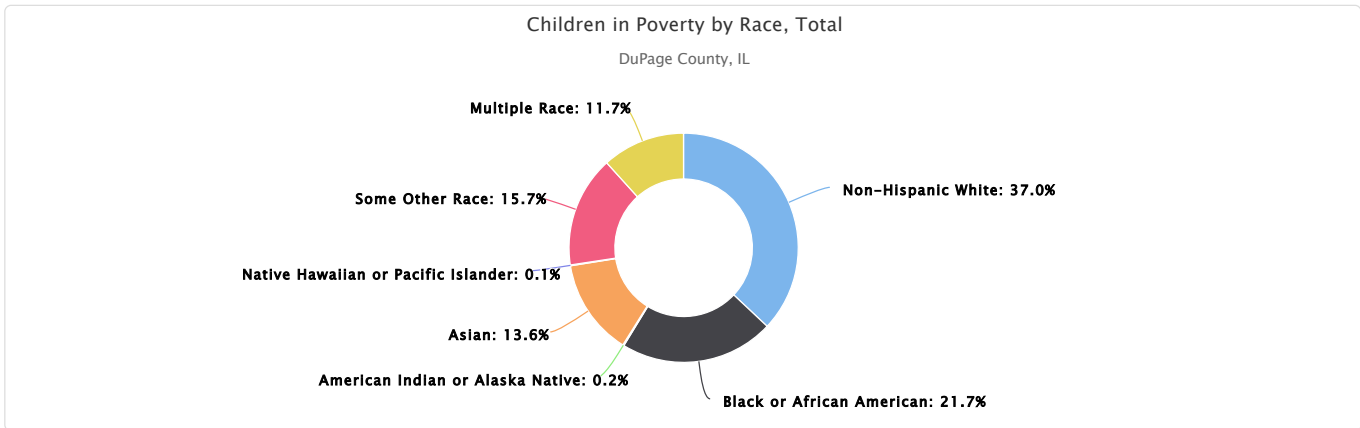


### Children in Poverty by Race, Total

This indicator reports the total children aged 0-17 living in households with income below the federal poverty level by race alone.

Report Area	Non-Hispanic White	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	4,648	2,727	19	1,707	14	1,970	1,470
Illinois	119,744	148,179	2,682	14,421	225	48,888	54,933
United States	3,577,433	3,006,512	205,808	377,412	35,545	1,385,687	1,767,675

Data Source: US Census Bureau, American Community Survey, 2018-22.



### Poverty - Children Below 200% FPL

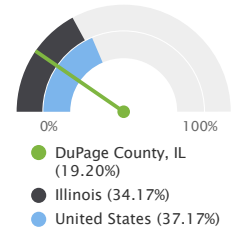
In the report area 19.20% or 39,550 children are living in households with income below 200% of the Federal Poverty Level (FPL). This indicator is relevant because poverty creates barriers to access including health services, healthy food, and other necessities that contribute to poor health status.

Note: The total population measurements for poverty reports are lower, as poverty data collection does not include people in group

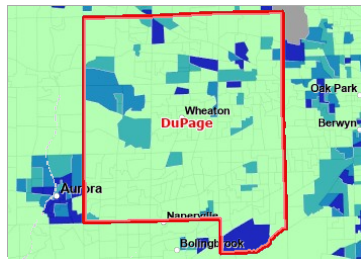
quarters. See Methodology for more details.

Report Area	Total Population Under Age 18	Population Under Age 18 Below 200% FPL	Population Under Age 18 Below 200% FPL, Percent
DuPage County, IL	206,036	39,550	19.20%
Illinois	2,780,276	949,897	34.17%
United States	72,035,358	26,772,207	37.17%

Population Under Age 18 Below 200% FPL, Percent

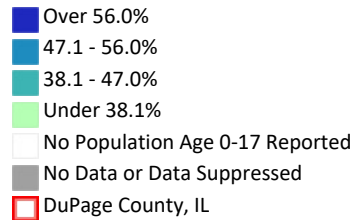


Note: This indicator is compared to the state average.  
Data Source: US Census Bureau, American Community Survey, 2018-22.



[View larger map](#)

Population Below 200% Poverty Level, Children (Age 0-17), Percent by Tract, ACS 2018-22



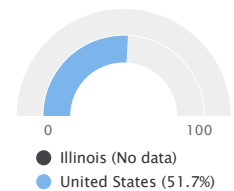
## Poverty - Children Eligible for Free/Reduced Price Lunch

This indicator reports the percentage of public school students eligible for free or reduced price lunches. This indicator is relevant because it assesses vulnerable populations which are more likely to have multiple health access, health status, and social support needs. Additionally, when combined with poverty data, providers can use this measure to identify gaps in eligibility and enrollment.

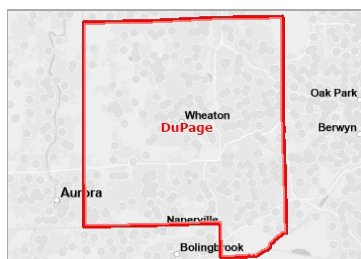
Note: States with more than 80% records labeled as "not reported" are suppressed for all geographic areas, including hospital service area, census tract, zip code, school district, county, state, etc.

Report Area	Total Students	Students Eligible for Free or Reduced Price Lunch	Students Eligible for Free or Reduced Price Lunch, Percent
DuPage County, IL	No data	No data	No data
Illinois	No data	No data	No data
United States	40,249,650	19,533,765	51.7%

Percentage of Students Eligible for Free or Reduced Price School Lunch

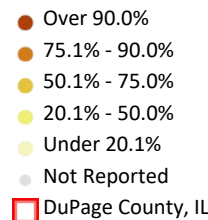


Note: This indicator is compared to the state average.  
Data Source: National Center for Education Statistics, NCES - Common Core of Data, 2020-2021.



[View larger map](#)

Students Eligible for Free or Reduced-Price Lunch, NCES CCD 2020-21



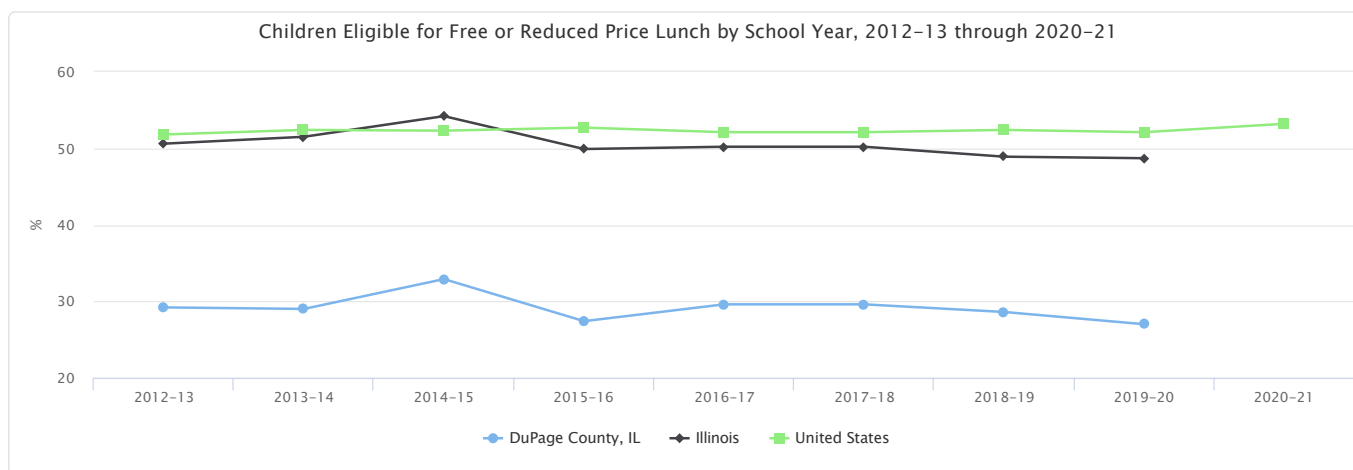
## Children Eligible for Free or Reduced Price Lunch by School Year, 2012-13 through 2020-21

The table below shows local, state, and national trends in student free and reduced lunch eligibility by percent.

Note: The states below have more than 80% public schools labeled as "not reported" in 2020-2021. For consistency, these states still have their values calculated with the limited records on all geographic levels (unless there is not a single record reported in the selected area). Use with caution when comparing to other years. This issue might occur in other states/years as well. For 2020-2021, watch out for Alaska, Arizona, Delaware, District of Columbia, Illinois, Massachusetts, Montana, Ohio, Oregon, Tennessee, Virginia, American Samoa, and Northern Mariana Islands.

Report Area	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
DuPage County, IL	29.2%	29.0%	32.9%	27.4%	29.6%	29.6%	28.6%	27.0%	No data
Illinois	50.6%	51.5%	54.2%	49.9%	50.2%	50.2%	48.9%	48.7%	No data
United States	51.8%	52.4%	52.3%	52.7%	52.1%	52.1%	52.4%	52.1%	53.2%

Data Source: National Center for Education Statistics, *NCES - Common Core of Data*. 2020-2021.



## Children Eligible for Free or Reduced Price Lunch by Eligibility

The table below displays the number and percentage of students eligible for free or reduced price lunch by income eligibility category. Percentages in the table below are out of the total student population.

Note: States with more than 80% records labeled as "not reported" are suppressed for all geographic areas.

Report Area	Free Lunch, Total	Free Lunch, Percent	Reduced Lunch, Total	Reduced Lunch, Percent
DuPage County, IL	No data	No data	No data	No data
Illinois	No data	No data	No data	No data
United States	19,950,407	37.5%	1,952,641	3.7%

Data Source: National Center for Education Statistics, *NCES - Common Core of Data*. 2020-2021.

## Poverty - Population Below 100% FPL

Poverty is considered a *key driver* of health status.

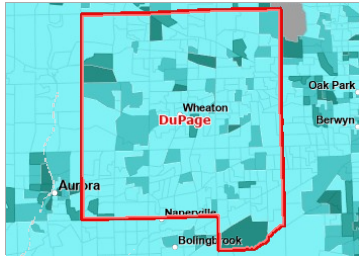
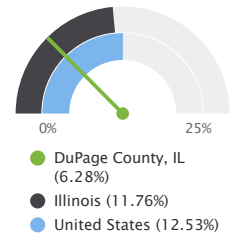
Within the report area 6.28% or 57,674 individuals for whom poverty status is determined are living in households with income below the Federal Poverty Level (FPL). This indicator is relevant because poverty creates barriers to access including health services, healthy food, and other necessities that contribute to poor health status.

Note: The total population measurements for poverty reports are lower, as poverty data collection does not include people in group quarters. See "Show more details"/"Methodology" for more details.

Report Area	Total Population	Population in Poverty	Population in Poverty, Percent
DuPage County, IL	917,954	57,674	6.28%
Illinois	12,478,664	1,467,893	11.76%
United States	323,275,448	40,521,584	12.53%

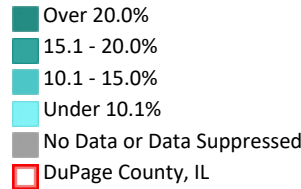
Note: This indicator is compared to the state average.  
 Data Source: US Census Bureau, American Community Survey, 2018-22.

Population in Poverty, Percent



[View larger map](#)

Population Below the Poverty Level, Percent by Tract, ACS 2018-22

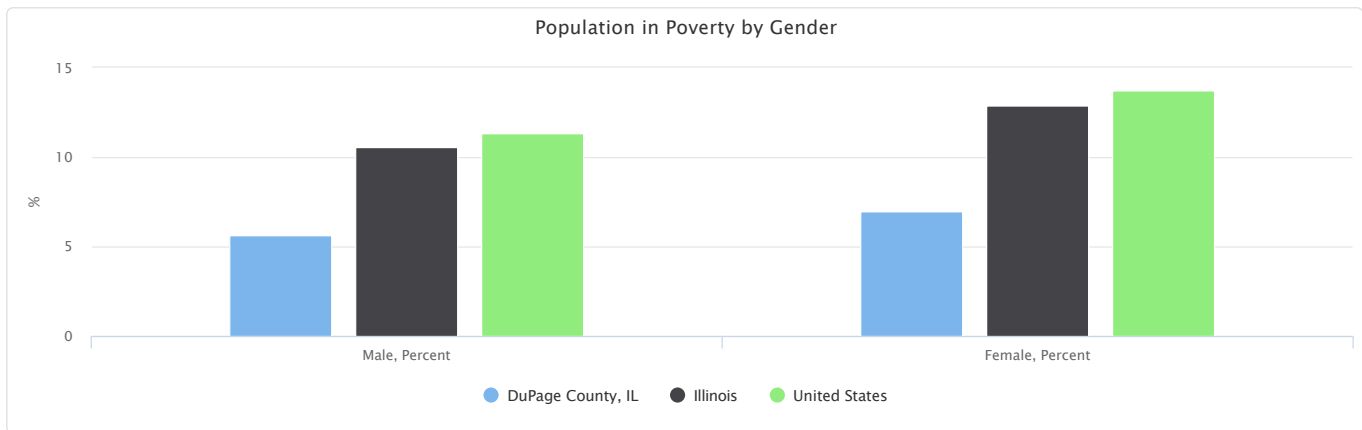


## Population in Poverty by Gender

This indicator reports the population in poverty in the report area by gender. The percentage values could be interpreted as, for example, "Of all the male population within the report area, the proportion living in households with income below the federal poverty level is (value)."

Report Area	Male	Female	Male, Percent	Female, Percent
DuPage County, IL	25,560	32,114	5.61%	6.94%
Illinois	651,157	816,736	10.58%	12.91%
United States	18,109,332	22,412,252	11.34%	13.70%

Data Source: US Census Bureau, American Community Survey, 2018-22.

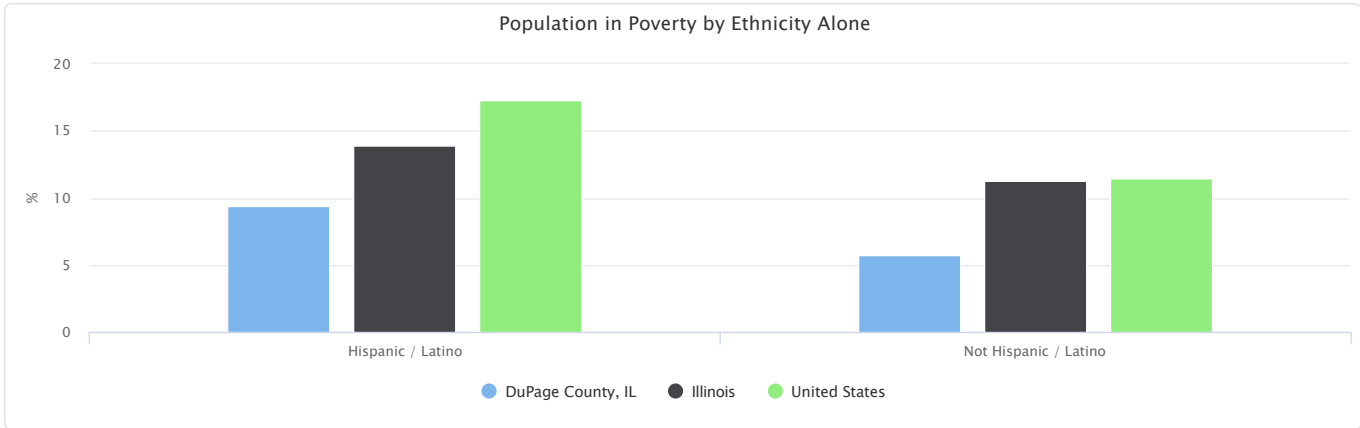


## Population in Poverty by Ethnicity Alone

This indicator reports the population in poverty in the report area by ethnicity alone. The percentage values could be interpreted as, for example, "Of all the Hispanic population within the report area, the proportion living in households with income below the federal poverty level is (value)."

Report Area	Hispanic or Latino	Not Hispanic or Latino	Hispanic or Latino, Percent	Not Hispanic or Latino, Percent
DuPage County, IL	12,812	44,862	9.39%	5.74%
Illinois	311,350	1,156,543	13.89%	11.30%
United States	10,447,540	30,074,044	17.24%	11.45%

Data Source: US Census Bureau, American Community Survey, 2018-22.



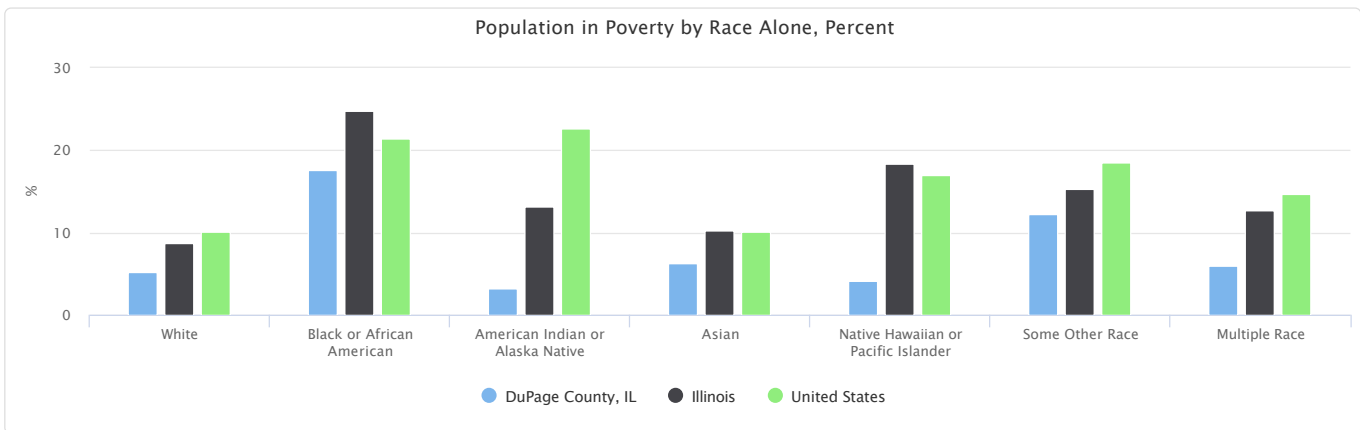
### Population in Poverty by Race Alone, Percent

This indicator reports the percentage of population in poverty in the report area by race alone.

The percentage values could be interpreted as, for example, "Of all the white population within the report area, the proportion living in households with income below the federal poverty level is (value)."

Report Area	White	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	5.16%	17.63%	3.14%	6.31%	4.16%	12.20%	5.92%
Illinois	8.70%	24.80%	13.21%	10.22%	18.44%	15.36%	12.77%
United States	10.09%	21.46%	22.60%	10.12%	16.97%	18.57%	14.76%

Data Source: US Census Bureau, American Community Survey, 2018-22.



### Population in Poverty by Race, Total

This indicator reports the total population in poverty in the report area by race alone.

Report Area	Non-Hispanic White	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	33,155	Suppressed	86	7,310	15	5,173	4,158
Illinois	714,907	422,571	7,190	74,178	984	128,259	119,804
United States	21,525,577	8,519,391	608,547	1,897,150	103,050	3,652,060	4,215,809

Data Source: US Census Bureau, American Community Survey, 2018-22.

## Poverty - Population Below 185% FPL

In the report area 14.21% or 130,439 individuals for whom poverty status is determined are living in households with income below 185% of the Federal Poverty Level (FPL). This indicator is relevant because poverty creates barriers to access including health services, healthy food, and other necessities that contribute to poor health status.

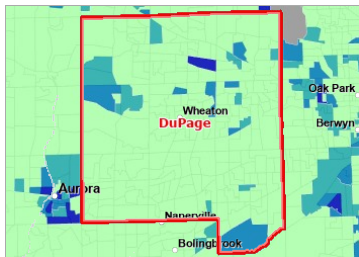
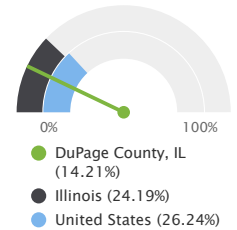
*Note: The total population measurements for poverty reports are lower, as poverty data collection does not include people in group quarters. See Methodology for more details.*

Report Area	Total Population	Population with Income Below 185% FPL	Population with Income Below 185% FPL, Percent
DuPage County, IL	917,954	130,439	14.21%
Illinois	12,478,664	3,018,912	24.19%
United States	323,275,448	84,842,073	26.24%

Note: This indicator is compared to the state average.

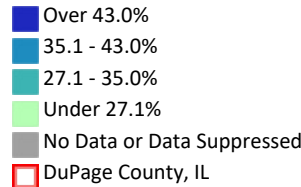
Data Source: US Census Bureau, American Community Survey, 2018-22.

Population with Income Below 185% FPL, Percent



[View larger map](#)

Population Below 185% Poverty Level, Percent by Tract, ACS 2018-22



## Poverty - Population Below 200% FPL

In the report area 15.65% or 143,637 individuals for whom poverty status is determined are living in households with income below 200% of the Federal Poverty Level (FPL). This indicator is relevant because poverty creates barriers to access including health services, healthy food, and other necessities that contribute to poor health status.

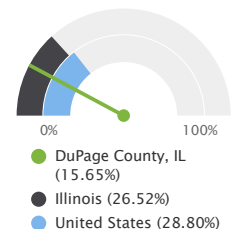
*Note: The total population measurements for poverty reports are lower, as poverty data collection does not include people in group quarters. See Methodology for more details.*

Report Area	Total Population	Population with Income Below 200% FPL	Population with Income Below 200% FPL, Percent
DuPage County, IL	917,954	143,637	15.65%
Illinois	12,478,664	3,308,800	26.52%
United States	323,275,448	93,118,710	28.80%

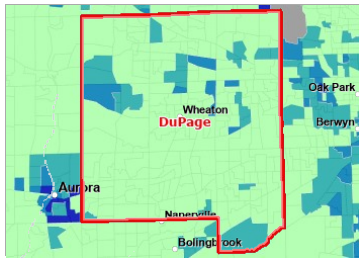
Note: This indicator is compared to the state average.

Data Source: US Census Bureau, American Community Survey, 2018-22.

Percent Population with Income at or Below 200% FPL

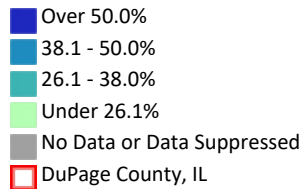






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Population Below 200% Poverty Level, Percent by Tract, ACS 2018-22



## Education

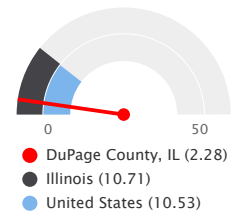
### Access - Head Start

Head Start is a program designed to help children from birth to age five who come from families at or below poverty level. The program’s goal is to help children become ready for kindergarten while also providing the needed requirements to thrive, including health care and food support.

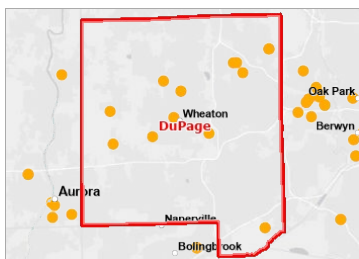
This indicator reports the number and rate of Head Start program facilities per 10,000 children under age 5. Head Start facility data is acquired from the US Department of Health and Human Services (HHS) 2022 Head Start locator. Population data is from the 2010 US Decennial Census. The report area has a total of 13 Head Start programs with a rate of 2.28 per 10,000 children under 5 years old.

Report Area	Children Under Age 5	Total Head Start Programs	Head Start Programs, Rate (Per 10,000 Children Under Age 5)
DuPage County, IL	56,940	13	<b>2.28</b>
Illinois	835,577	895	10.71
United States	20,426,118	21,511	10.53

Head Start Programs Rate (Per 10,000 Children Under Age 5)

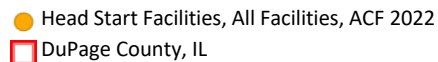


Note: This indicator is compared to the state average.  
Data Source: US Department of Health & Human Services, HRSA - Administration for Children and Families. 2022.



[View larger map](#)

Head Start Facilities, All Facilities, ACF 2022

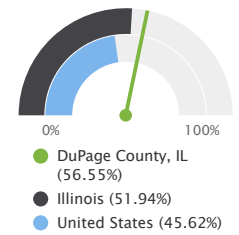


### Access - Preschool Enrollment (Age 3-4)

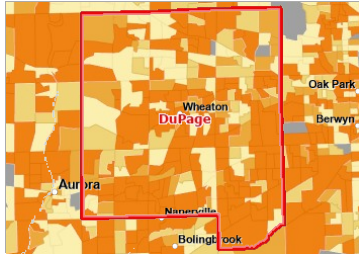
This indicator reports the percentage of the population age 3-4 that is enrolled in school. This indicator helps identify places where preschool opportunities are either abundant or lacking in the educational system.

Report Area	Population Age 3-4	Population Age 3-4 Enrolled in School	Population Age 3-4 Enrolled in School, Percent
DuPage County, IL	21,371	12,086	56.55%
Illinois	299,656	155,652	51.94%
United States	7,958,841	3,631,021	45.62%

Percentage of Population Age 3-4 Enrolled in School

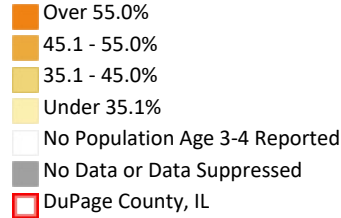


Note: This indicator is compared to the state average.  
Data Source: US Census Bureau, American Community Survey, 2018-22.



[View larger map](#)

Enrollment in School, Children (Age 3-4), Percent by Tract, ACS 2018-22

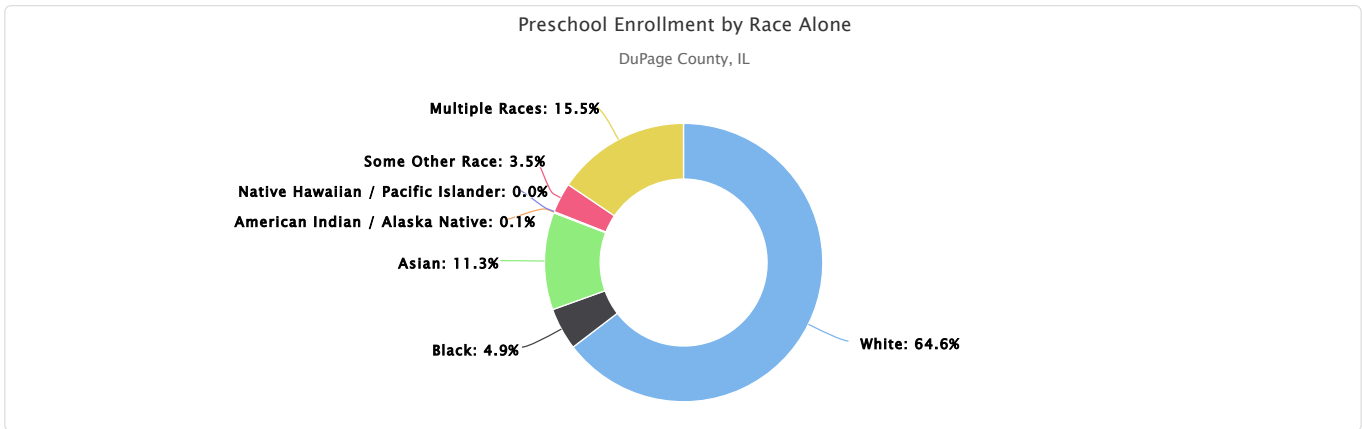


## Preschool Enrollment by Race Alone

This indicator reports the population age 3-4 enrolled in preschool of the report area by race alone.

Report Area	White	Black	Asian	American Indian / Alaska Native	Native Hawaiian / Pacific Islander	Some Other Race	Multiple Races
DuPage County, IL	10,501	795	1,840	23	0	567	2,524
Illinois	122,174	29,899	10,952	702	46	12,236	24,614
United States	2,816,735	623,521	247,602	38,549	6,020	253,596	648,010

Data Source: US Census Bureau, American Community Survey, 2018-22.



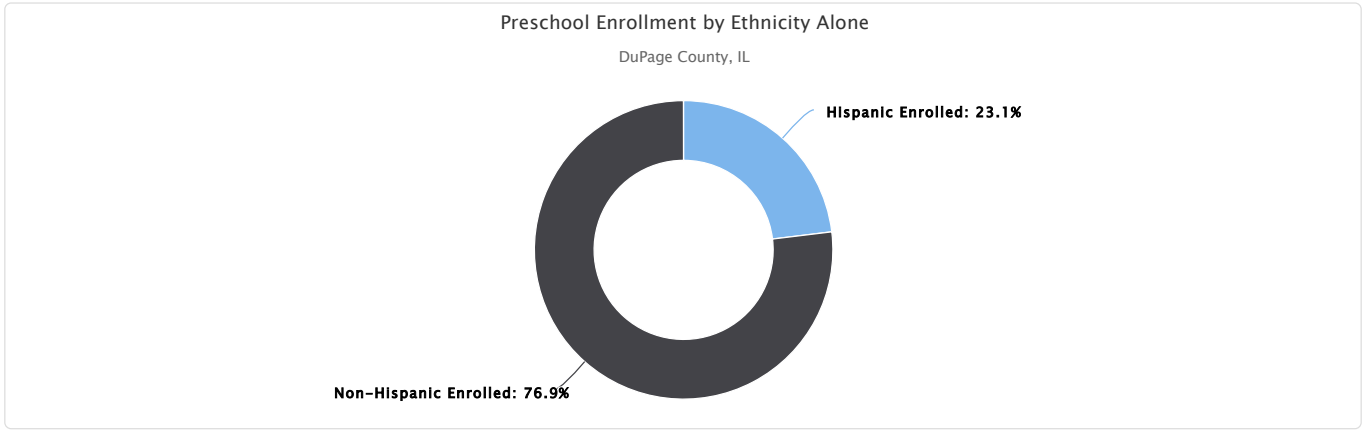
## Preschool Enrollment by Ethnicity Alone

This indicator reports the population age 3-4 enrolled in preschool of the report area by ethnicity alone.

Of all age 3-4 enrolled in preschool in the report area, 2,788 or 23.07% are Hispanic or Latino while 9,298 or 76.93% are non-Hispanic.

Report Area	Total Enrolled in Preschool	Hispanic Enrolled	Hispanic Enrolled, Percent	Non-Hispanic Enrolled	Non-Hispanic Enrolled, Percent
DuPage County, IL	12,086	2,788	23.07%	9,298	76.93%
Illinois	155,652	39,957	25.67%	115,695	74.33%
United States	3,631,021	999,949	27.54%	2,631,072	72.46%

Data Source: US Census Bureau, American Community Survey, 2018-22.

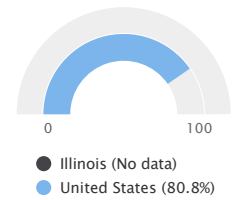


## Attainment - High School Graduation Rate

The adjusted cohort graduation rate (ACGR) is a graduation metric that follows a “cohort” of first-time 9th graders in a particular school year, and adjusts this number by adding any students who transfer into the cohort after 9th grade and subtracting any students who transfer out, emigrate to another country, or pass away. The ACGR is the percentage of the students in this cohort who graduate within four years. This indicator reports the adjusted cohort graduation rate for the report area compared to state and national rates for the most recently reported school year.

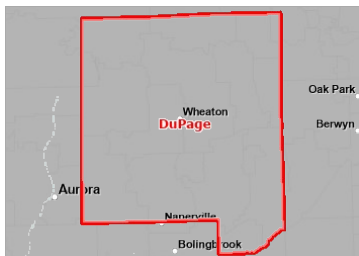
Report Area	Adjusted Student Cohort	Number of Diplomas Issued	Cohort Graduation Rate
DuPage County, IL	No data	No data	No data
Illinois	No data	No data	No data
United States	3,259,031	2,632,360	80.8%

Adjusted Cohort Graduation Rate



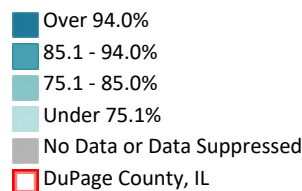
Note: This indicator is compared to the state average.

Data Source: US Department of Education, EDData. Additional data analysis by CARES, 2020-21.



[View larger map](#)

### On-Time Graduation, Rate by School District (Secondary), EDData 2020-21



## High School Graduation Rate by Student Race and Ethnicity

The table and chart below display county, state, and national variation in cohort graduation rates by student race and ethnicity. Note: Data are suppressed for some school districts for population groups when the “universe” population falls below a certain

threshold. County, state, and national summaries are aggregates of district level data and may not represent all students when suppression has occurred .

Report Area	White	Black or African American	Hispanic or Latino
DuPage County, IL	No data	No data	No data
Illinois	No data	No data	No data
United States	90.8%	83.6%	78.5%

Data Source: US Department of Education, [EDFacts](#). Additional data analysis by [CARES](#). 2020-21.

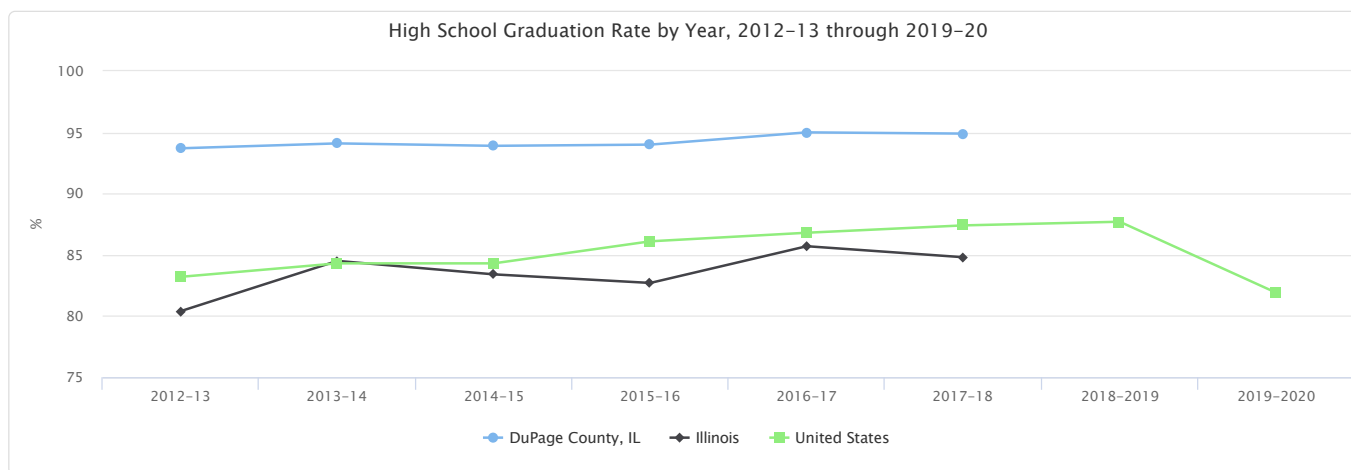
## High School Graduation Rate by Year, 2012-13 through 2019-20

The table below shows county, state, and national trends in cohort graduation rates.

Note: Data for some states are omitted each year when they fail to meet federal reporting standards or deadlines. Use caution when comparing national trends as the "universe" population may differ over time.

Report Area	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-2019	2019-2020
DuPage County, IL	93.7%	94.1%	93.9%	94.0%	95.0%	94.9%	No data	No data
Illinois	80.4%	84.5%	83.4%	82.7%	85.7%	84.8%	No data	No data
United States	83.2%	84.3%	84.3%	86.1%	86.8%	87.4%	87.7%	81.9%

Data Source: US Department of Education, [EDFacts](#). Additional data analysis by [CARES](#). 2020-21.



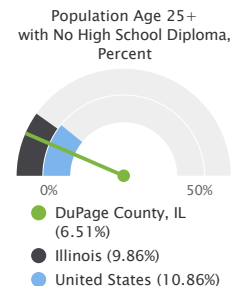
## Attainment - No High School Diploma

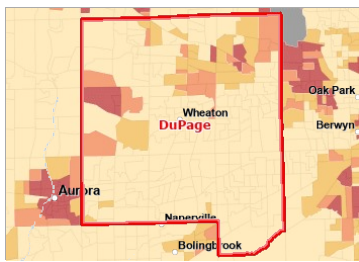
Within the report area there are 41,844 persons aged 25 and older without a high school diploma (or equivalency) or higher. This represents 6.51% of the total population aged 25 and older. This indicator is relevant because educational attainment is linked to positive health outcomes ([Freudenberg & Ruglis, 2007](#)).

Report Area	Total Population Age 25+	Population Age 25+ with No High School Diploma	Population Age 25+ with No High School Diploma, Percent
DuPage County, IL	642,881	41,844	6.51%
Illinois	8,746,416	862,736	9.86%
United States	226,600,992	24,599,698	10.86%

Note: This indicator is compared to the state average.

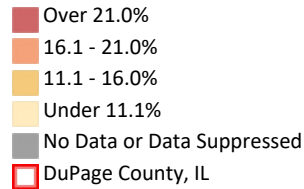
Data Source: US Census Bureau, [American Community Survey](#). 2018-22.





[View larger map](#)

### Population with No High School Diploma (Age 25+), Percent by Tract, ACS 2018-22



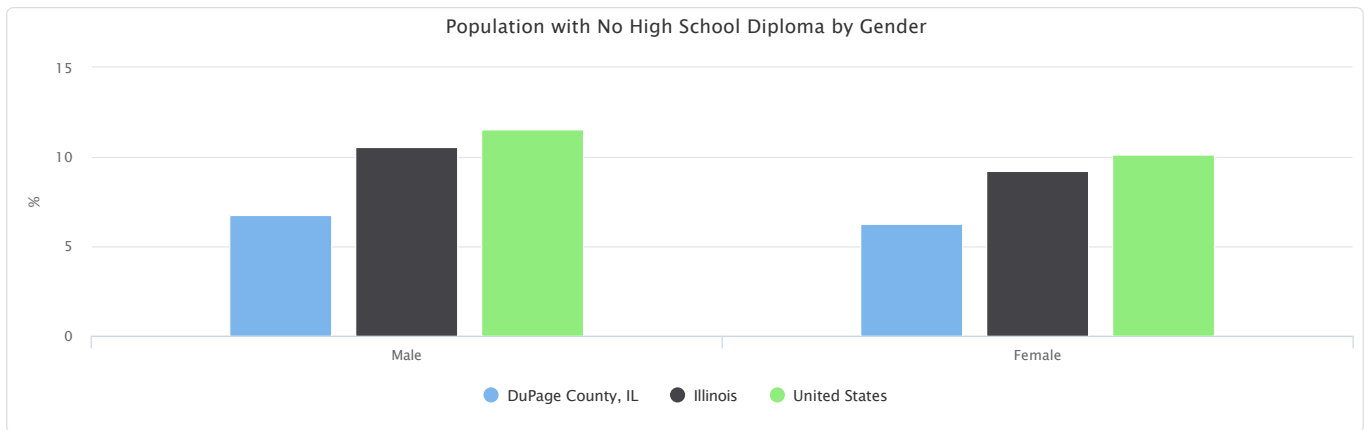
## Population with No High School Diploma by Gender

This indicator reports the population with no high school diploma by gender.

The percentage values could be interpreted as, of all the males within the report area, the population without a high school diploma is 6.79%; of all the females within the report area, the population without a high school diploma is 6.24%.

Report Area	Male	Female	Male, Percent	Female, Percent
DuPage County, IL	21,321	20,523	6.79%	6.24%
Illinois	450,331	412,405	10.57%	9.20%
United States	12,817,536	11,782,162	11.58%	10.17%

Data Source: US Census Bureau, American Community Survey, 2018-22.



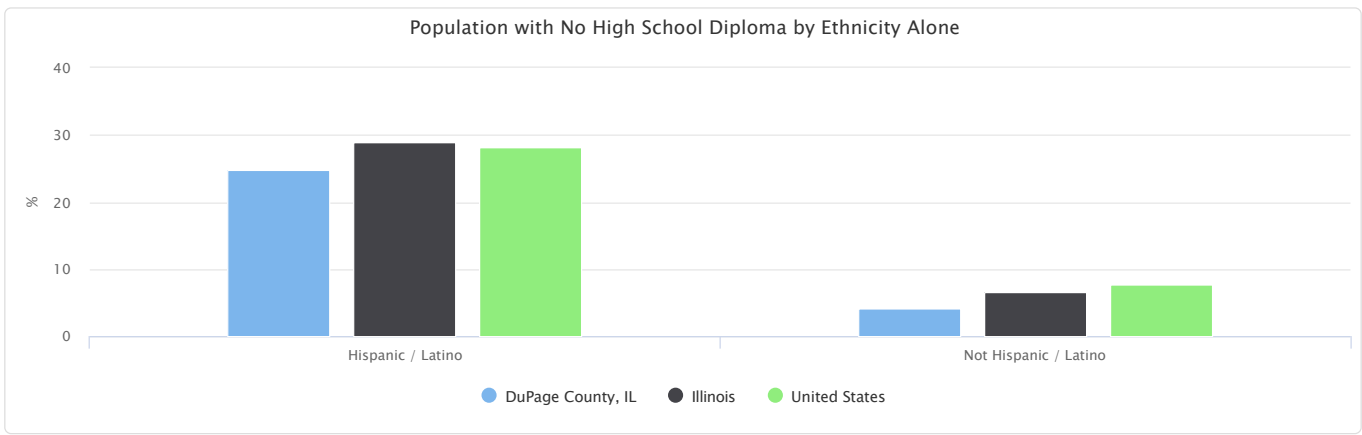
## Population with No High School Diploma by Ethnicity Alone

This indicator reports the population with no high school diploma by ethnicity alone.

The percentage values could be interpreted as, of all the Hispanic population within the report area, the population without a high school diploma is 24.70%; of all the non-Hispanic population within the report area, the population without a high school diploma is 4.04%.

Report Area	Hispanic or Latino	Not Hispanic or Latino	Hispanic or Latino, Percent	Not Hispanic or Latino, Percent
DuPage County, IL	19,006	22,838	24.70%	4.04%
Illinois	373,962	488,774	28.83%	6.56%
United States	10,051,823	14,547,875	28.08%	7.62%

Data Source: US Census Bureau, American Community Survey, 2018-22.

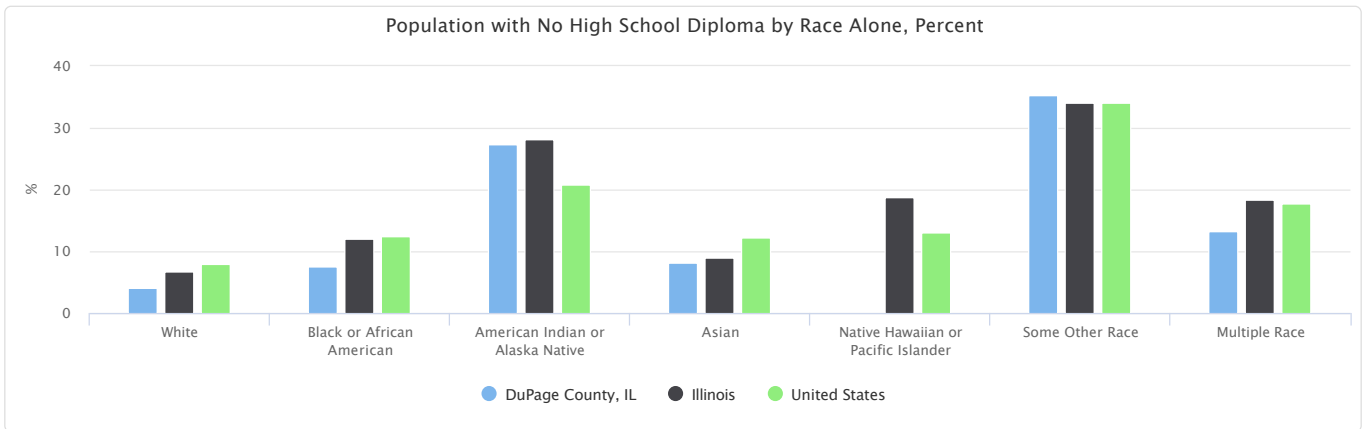


### Population with No High School Diploma by Race Alone, Percent

This indicator reports the percentage of population with no high school diploma by race alone in the report area. The percentage values could be interpreted as, for example, "Of all the white population in the report area, the percentage of population with no high school diploma is (value)."

Report Area	White	Black or African American	American Indian or Alaska Native	Asian	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	4.04%	7.49%	27.31%	8.07%	0.00%	35.28%	13.27%
Illinois	6.69%	12.13%	28.22%	8.89%	18.81%	34.07%	18.30%
United States	7.87%	12.36%	20.81%	12.20%	12.98%	33.99%	17.78%

Data Source: US Census Bureau, American Community Survey, 2018-22.



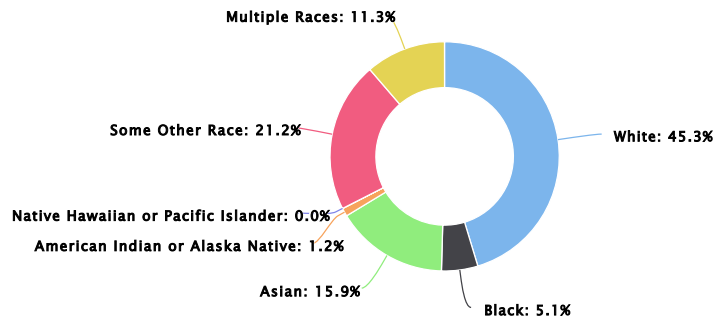
### Population with No High School Diploma by Race Alone, Total

Report Area	White	Black	Asian	American Indian or Alaska Native	Native Hawaiian or Pacific Islander	Some Other Race	Multiple Races
DuPage County, IL	18,967	2,141	6,647	488	0	8,872	4,729
Illinois	402,814	141,352	46,562	9,838	685	170,971	90,514
United States	12,289,922	3,321,795	1,661,655	361,752	51,818	4,124,873	2,787,883

Data Source: US Census Bureau, American Community Survey, 2018-22.

Population with No High School Diploma by Race Alone, Total

DuPage County, IL



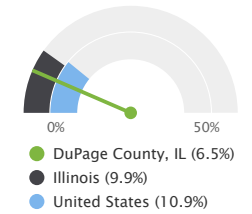
Attainment - Overview

Educational Attainment shows the distribution of the highest level of education achieved in the report area, and helps schools and businesses to understand the needs of adults, whether it be workforce training or the ability to develop science, technology, engineering, and mathematics opportunities. Educational attainment is calculated for persons over 25 years old, and is an estimated average for the period from 2018 to 2022.

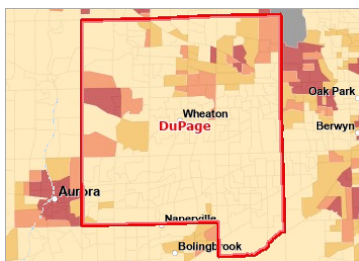
For the selected area, 30.4% have at least a college bachelor's degree, while 18.1% stopped their formal educational attainment after high school.

Report Area	No High School Diploma	High School Only	Some College	Associate's Degree	Bachelor's Degree	Graduate or Professional Degree
DuPage County, IL	6.5%	18.1%	16.9%	7.5%	30.4%	20.7%
Illinois	9.9%	25.3%	19.8%	8.3%	22.0%	14.7%
United States	10.9%	26.4%	19.7%	8.7%	20.9%	13.4%

Percent Population with No High School Diploma

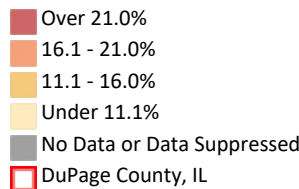


Note: This indicator is compared to the state average.  
Data Source: US Census Bureau, American Community Survey, 2018-22.



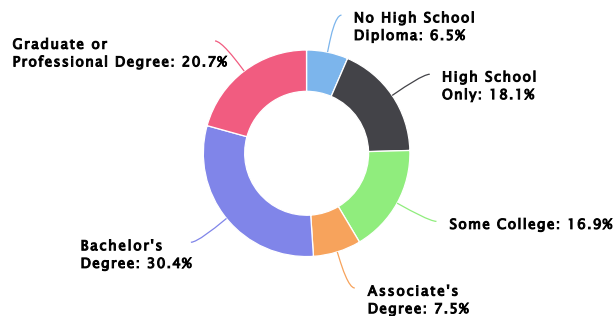
[View larger map](#)

Population with No High School Diploma (Age 25+), Percent by Tract, ACS 2018-22



Attainment - Overview

DuPage County, IL

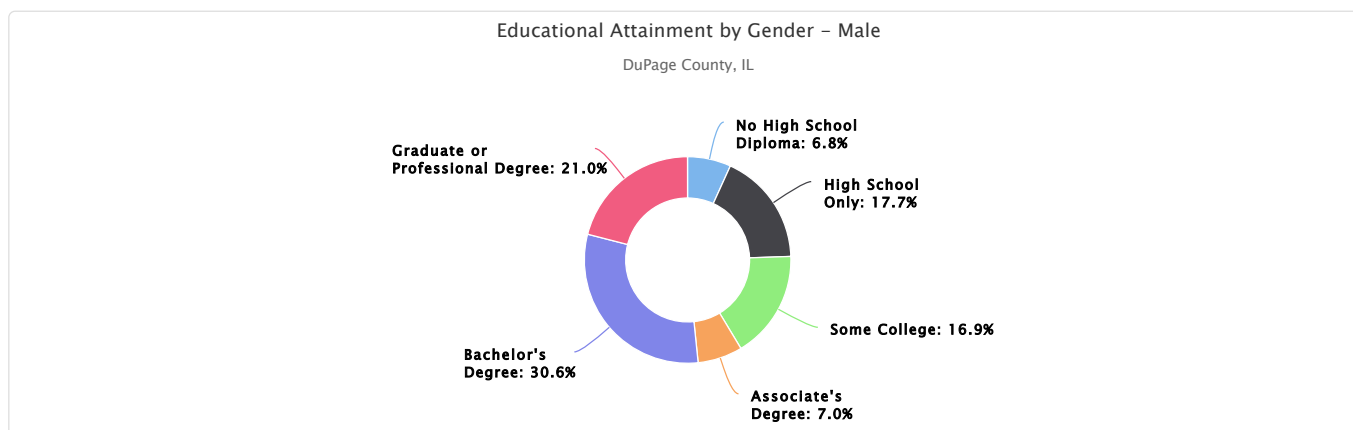


## Educational Attainment by Gender - Male

This indicator reports the distribution of the highest level of education achieved by males age 25+ in the report area.

Report Area	No High School Diploma	High School Only	Some College	Associate's Degree	Bachelor's Degree	Graduate or Professional Degree
DuPage County, IL	21,321	55,463	53,121	21,987	96,161	65,880
Illinois	450,331	1,135,373	839,014	320,797	924,641	591,889
United States	12,817,536	30,567,609	21,693,203	8,684,105	22,644,549	14,285,452

Data Source: US Census Bureau, American Community Survey, 2018-22.

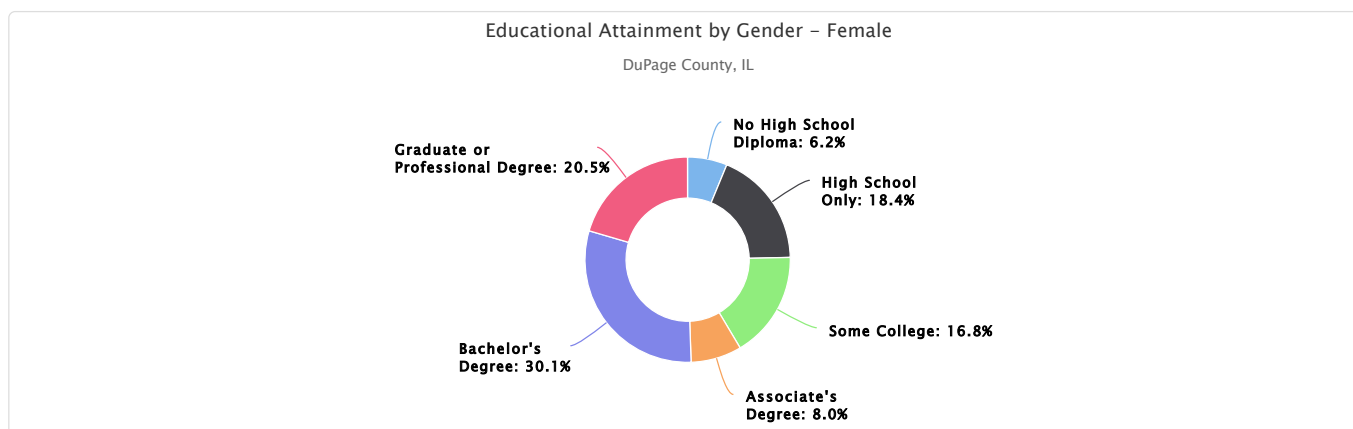


## Educational Attainment by Gender - Female

This indicator reports the distribution of the highest level of education achieved by females age 25+ in the report area.

Report Area	No High School Diploma	High School Only	Some College	Associate's Degree	Bachelor's Degree	Graduate or Professional Degree
DuPage County, IL	20,523	60,547	55,318	26,315	98,949	67,296
Illinois	412,405	1,080,533	893,329	407,184	999,698	691,222
United States	11,782,162	29,174,216	22,999,187	11,131,627	24,747,124	16,074,222

Data Source: US Census Bureau, American Community Survey, 2018-22.



## Proficiency - Student Math

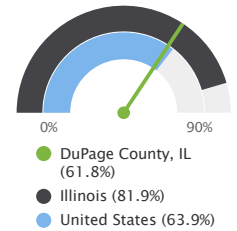
Information about student performance in the 4th grade Math portion of the state-specific standardized tests are displayed in



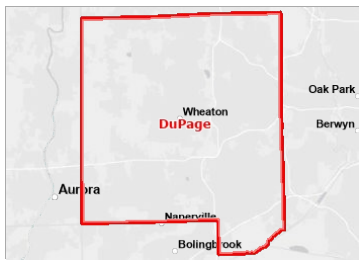
the table below. Of 5,013 students tested, 38.2% of 4th graders performed at or above the "proficient" level, and 61.8% tested below the "proficient" level, according to the latest data. Students in the report area tested better than the statewide rate of 18.1%.

Report Area	Students with Valid Test Scores	Students Scoring 'Proficient' or Better, Percent	Students Scoring 'Not Proficient' or Worse, Percent
DuPage County, IL	5,013	38.2%	61.8%
Illinois	205,580	18.1%	81.9%
United States	5,080,634	36.1%	63.9%

Students Scoring 'Not Proficient' or Worse, Percent

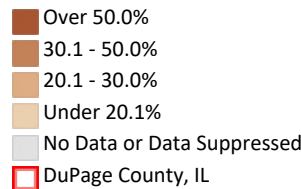


Note: This indicator is compared to the state average.  
Data Source: US Department of Education, [EDFacts](#). Additional data analysis by [CARES](#). 2020-21.



[View larger map](#)

#### Math Test Scores, Grade 4, Percent Not Proficient by School District (Elementary), EDFacts 2020-21

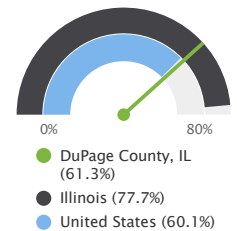


## Proficiency - Student Reading

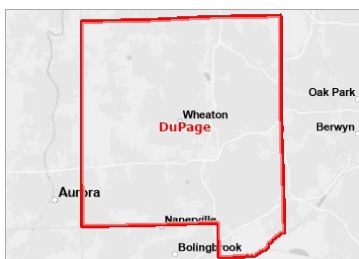
Information about student performance in the 4th grade English Language Arts portion of the state-specific standardized tests are displayed in the table below. Of 5,064 students tested, 38.7% of 4th graders performed at or above the "proficient" level, and 61.3% tested below the "proficient" level, according to the latest data. Students in the report area tested better than the statewide rate of 22.3%.

Report Area	Students with Valid Test Scores	Students Scoring 'Proficient' or Better, Percent	Students Scoring 'Not Proficient' or Worse, Percent
DuPage County, IL	5,064	38.7%	61.3%
Illinois	207,903	22.3%	77.7%
United States	4,968,367	39.9%	60.1%

Students Scoring 'Not Proficient' or Worse, Percent

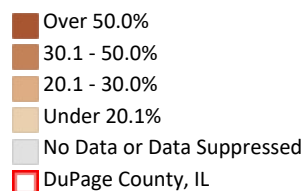


Note: This indicator is compared to the state average.  
Data Source: US Department of Education, [EDFacts](#). Additional data analysis by [CARES](#). 2020-21.



[View larger map](#)

#### Language Arts Test Scores, Grade 4, Percent Not Proficient by School District (Elementary), EDFacts 2020-21



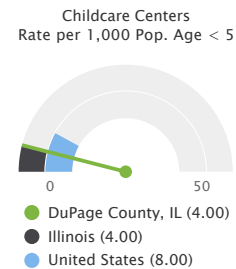
## Childcare Centers

This indicator reports the number of childcare centers per 1,000 population under 5 years old. Data are acquired from the 2010-2022 Homeland Infrastructure Foundation-Level Data (HIFLD) and are used in the 2023 County Health Rankings.

Within the report area there is a total of 219 childcare centers or a rate of 4.00 childcare centers per 1,000 population under 5 years old, which is less than the state rate of 4.00.

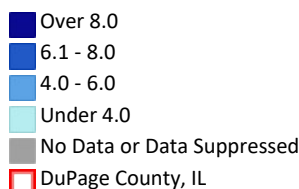
Report Area	Population under 5	Total Childcare Centers	Rate of Childcare Centers per 1,000 Population Age < 5
DuPage County, IL	54,750	219	4.00
Illinois	No data	No data	4.00
United States	44,625	357	8.00

Note: This indicator is compared to the state average.  
Data Source: Department of Homeland Security, Homeland Infrastructure Foundation-Level Data, 2010-2022.



[View larger map](#)

Childcare Centers, Rate per 1,000 population under 5 years old by County, HIFLD 2010-2022



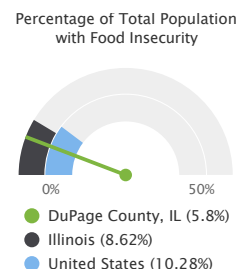
## Social & Economic Factors

### Food Insecurity Rate

This indicator reports the estimated percentage of the population that experienced food insecurity at some point during the report year. Food insecurity is the household-level economic and social condition of limited or uncertain access to adequate food.

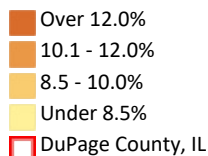
Report Area	Total Population	Food Insecure Population, Total	Food Insecurity Rate
DuPage County, IL	936,552	54,320	5.8%
Illinois	12,818,029	1,104,950	8.62%
United States	330,343,991	33,954,370	10.28%

Note: This indicator is compared to the state average.  
Data Source: Feeding America, 2021.



[View larger map](#)

Food Insecure Population, Percent by County, Feeding America 2021



## Food Insecurity - Food Insecure Children

This indicator reports the estimated percentage of the population under age 18 that experienced food insecurity at some point during the report year. Food insecurity is the household-level economic and social condition of limited or uncertain access to adequate food.

Report Area	Population Under Age 18	Food Insecure Children, Total	Child Food Insecurity Rate
DuPage County, IL	211,935	6,570	3.1%
Illinois	5,685,144	611,500	10.76%
United States	74,078,199	9,851,630	13.30%

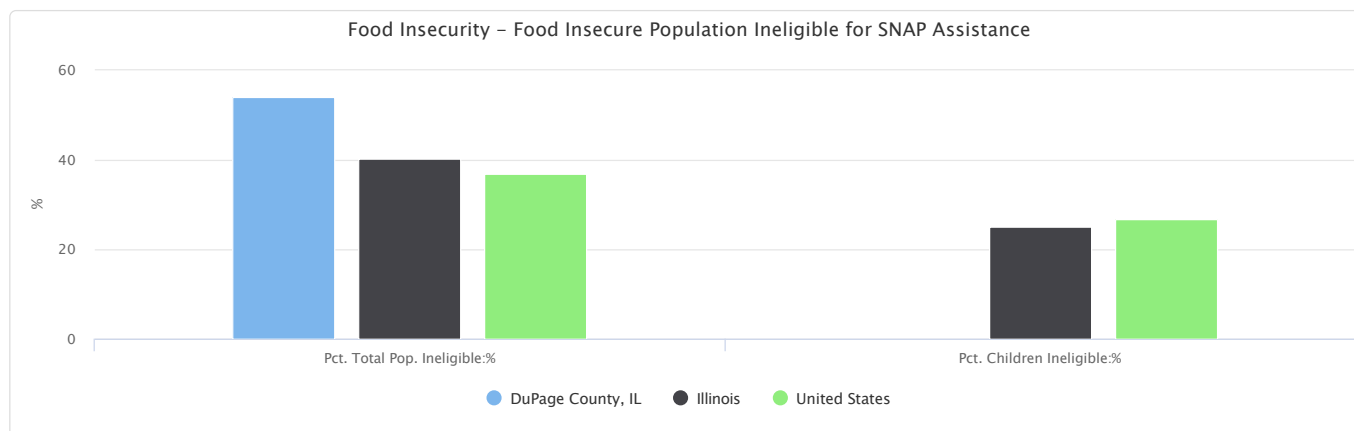
Data Source: Feeding America. 2021.

## Food Insecurity - Food Insecure Population Ineligible for SNAP Assistance

This indicator reports the estimated percentage of the total population and the population under age 18 that experienced food insecurity at some point during the report year, but are ineligible for SNAP assistance. Food insecurity is the household-level economic and social condition of limited or uncertain access to adequate food. Assistance eligibility is determined based on household income of the food insecure households relative to the maximum income-to-poverty ratio for SNAP.

Report Area	Food Insecure Population	Food Insecure Population Ineligible for Assistance, Percent	Food Insecure Children	Food Insecure Children Ineligible for Assistance, Percent
DuPage County, IL	54,320	54.2%	6,570	0%
Illinois	1,104,950	40.29%	296,170	25.2%
United States	33,954,370	36.78%	9,851,630	26.64%

Data Source: Feeding America. 2021.



## Homeless Children & Youth

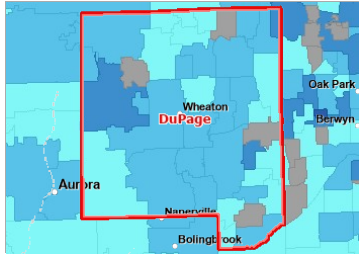
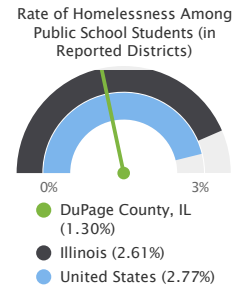
This indicator reports the number of homeless children and youth enrolled in the public school system during the school year 2019-2020. According to the data source definitions, homelessness is defined as lacking a fixed, regular, and adequate nighttime residence. Those who are homeless may be sharing the housing of other persons, living in motels, hotels, or camping grounds, in emergency transitional shelters, or may be unsheltered. Data are aggregated to the report-area level based on school-district summaries where three or more homeless children are counted.

In the report area, of all the 116,374 students enrolled in reported districts during the school year 2019-2020, there were 1,534 or 1.30% homeless students, which is lower than the statewide rate of 2.61%.

*Note: Data are available for 91.90% school districts in the report area, representing 98.60% of the public school student population.*

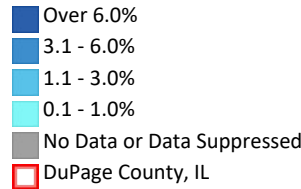
Report Area	Students in Reported Districts	Homeless Students	Homeless Students, Percent	Districts Reporting	Students in Reported Districts
DuPage County, IL	116,374	1,534	1.30%	91.90%	98.60%
Illinois	1,855,033	48,332	2.61%	88.90%	97.51%
United States	47,386,316	1,311,089	2.77%	86.95%	97.47%

Note: This indicator is compared to the state average.  
 Data Source: US Department of Education, *EDFacts*. Additional data analysis by CARES, 2019-2020.



[View larger map](#)

### Homeless Students, Percent by School District (Elementary), EDFacts 2019-20

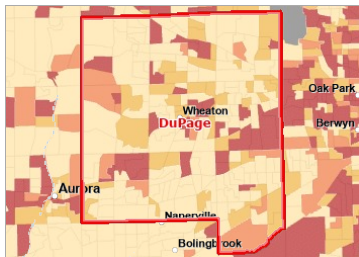
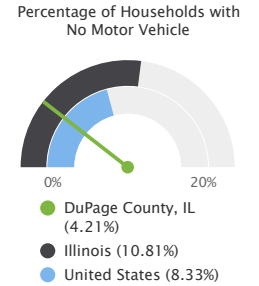


## Households with No Motor Vehicle

This indicator reports the number and percentage of households with no motor vehicle based on the latest 5-year American Community Survey estimates. Of the 348,870 total households in the report area, 14,670 or 4.21% are without a motor vehicle.

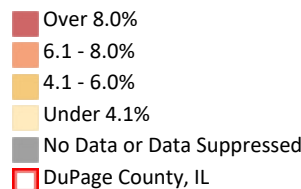
Report Area	Total Occupied Households	Households with No Motor Vehicle	Households with No Motor Vehicle, Percent
DuPage County, IL	348,870	14,670	4.21%
Illinois	4,968,761	537,346	10.81%
United States	125,736,353	10,474,870	8.33%

Note: This indicator is compared to the state average.  
 Data Source: US Census Bureau, *American Community Survey*, 2018-22.



[View larger map](#)

### Households with No Vehicle, Percent by Tract, ACS 2018-22

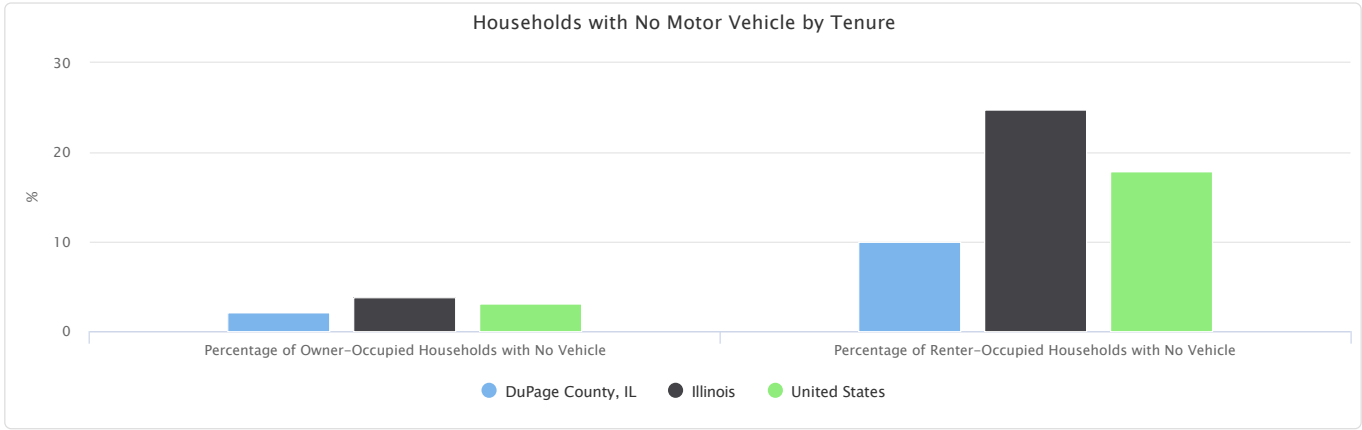


## Households with No Motor Vehicle by Tenure

This indicator reports the total and percentage of households with no vehicle by tenure. These numbers in the following table could be interpreted as (take the first two columns as an example), "Within the report area, there are a total of (value) owner-occupied households with no vehicle. This accounts for (value) of all the owner-occupied households."

Report Area	Owner-Occupied Households	Owner-Occupied Households, Percent	Renter-Occupied Households	Renter-Occupied Households, Percent
DuPage County, IL	5,322	2.09%	9,348	9.98%
Illinois	127,047	3.84%	410,299	24.78%
United States	2,560,689	3.14%	7,914,181	17.89%

Data Source: US Census Bureau, American Community Survey, 2018-22.



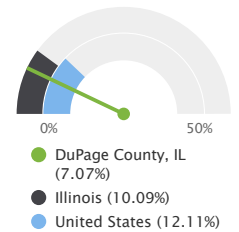
## Insurance - Uninsured Adults

The lack of health insurance is considered a *key driver* of health status.

This indicator reports the percentage of adults age 18 to 64 without health insurance coverage. This indicator is relevant because lack of insurance is a primary barrier to healthcare access including regular primary care, specialty care, and other health services that contributes to poor health status.

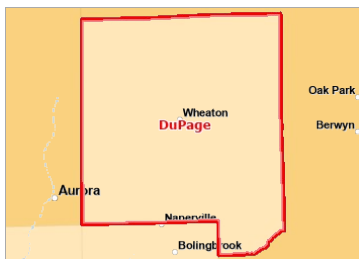
Report Area	Total Population Age 18-64	Pop. Age 18-64 w/ Insurance	Pop. Age 18-64 w/ Insurance, Percent	Pop. Age 18-64 w/o Insurance	Pop. Age 18-64 w/o Insurance, Percent
DuPage County, IL	554,360	515,186	92.93%	39,174	7.07%
Illinois	7,566,448	6,803,082	89.91%	763,366	10.09%
United States	197,133,424	173,254,919	87.89%	23,878,505	12.11%

Percent Population Age 18-64 Without Medical Insurance



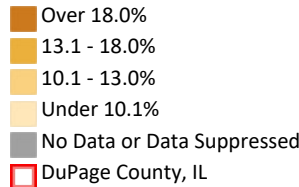
Note: This indicator is compared to the state average.

Data Source: US Census Bureau, Small Area Health Insurance Estimates, 2021.



[View larger map](#)

### Uninsured Population, Age 18-64, Percent by County, SAHIE 2021



## Uninsured Population Age 18 - 64 by Race / Ethnicity, Percent

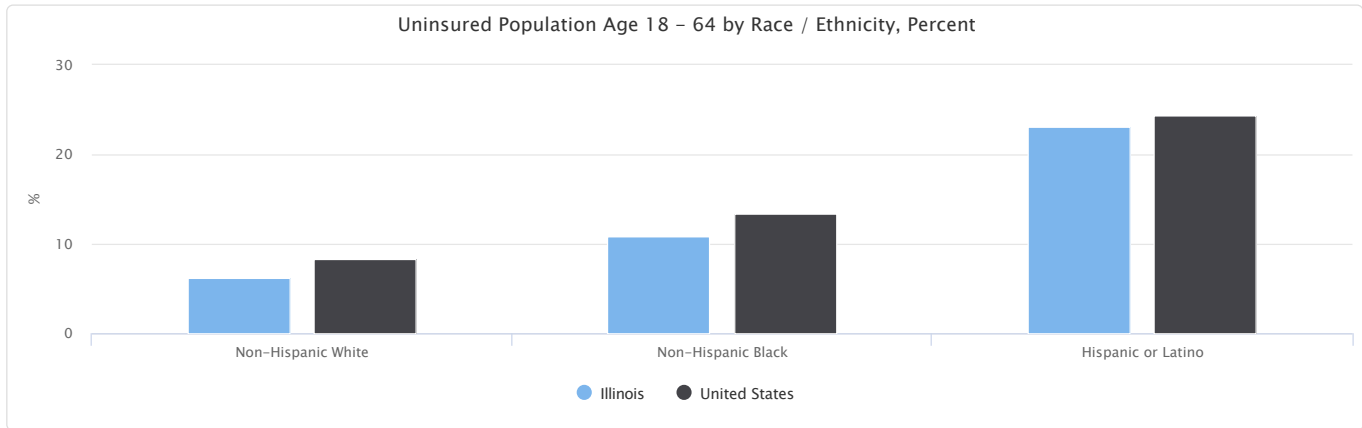
This indicator reports the percentage of uninsured population age 18-64 by race/ethnicity.

The percentage values could be interpreted as, for example, "Of all the non-Hispanic white population age 18-64 in the report area, the proportion without medical insurance is (value)."

Note: There is only SAHIE data available for state/national areas for this dataset.

Report Area	Non-Hispanic White	Non-Hispanic Black	Hispanic or Latino
Illinois	6.20%	10.90%	23.10%
United States	8.28%	13.41%	24.40%

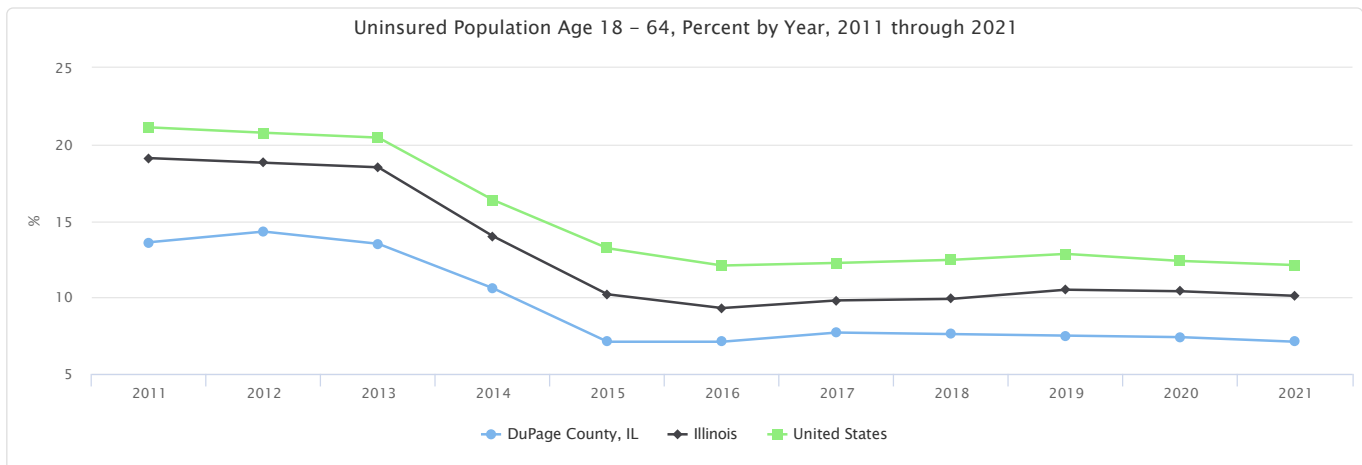
Data Source: US Census Bureau, *Small Area Health Insurance Estimates*, 2021.



### Uninsured Population Age 18 - 64, Percent by Year, 2011 through 2021

Report Area	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
DuPage County, IL	13.60%	14.30%	13.50%	10.60%	7.10%	7.10%	7.70%	7.60%	7.50%	7.40%	7.10%
Illinois	19.10%	18.80%	18.50%	14.00%	10.20%	9.30%	9.80%	9.90%	10.50%	10.40%	10.10%
United States	21.11%	20.76%	20.44%	16.37%	13.21%	12.08%	12.25%	12.45%	12.84%	12.38%	12.11%

Data Source: US Census Bureau, *Small Area Health Insurance Estimates*, 2021.



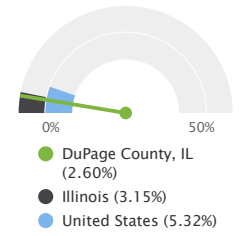
### Insurance - Uninsured Children

The lack of health insurance is considered a *key driver* of health status.

This indicator reports the percentage of children under age 19 without health insurance coverage. This indicator is relevant because lack of insurance is a primary barrier to healthcare access including regular primary care, specialty care, and other health services that contributes to poor health status.

Report Area	Total Population Age 0-18	Pop. Age 0-18 w/ Insurance	Pop. Age 0-18 w/ Insurance, Percent	Pop. Age 0-18 w/o Insurance	Pop. Age 0-18 w/o Insurance, Percent
DuPage County, IL	216,365	210,740	97.40%	5,625	<b>2.60%</b>
Illinois	2,900,922	2,809,532	96.85%	91,390	3.15%
United States	75,979,898	71,938,607	94.68%	4,041,291	5.32%

Percent Population Under Age 19 Without Medical Insurance

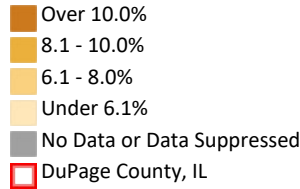


Note: This indicator is compared to the state average.  
 Data Source: US Census Bureau, *Small Area Health Insurance Estimates*. 2021.



[View larger map](#)

Uninsured Population, Age 0-18, Percent by County, SAHIE 2021



### Uninsured Population Under Age 19, by Race / Ethnicity, Percent

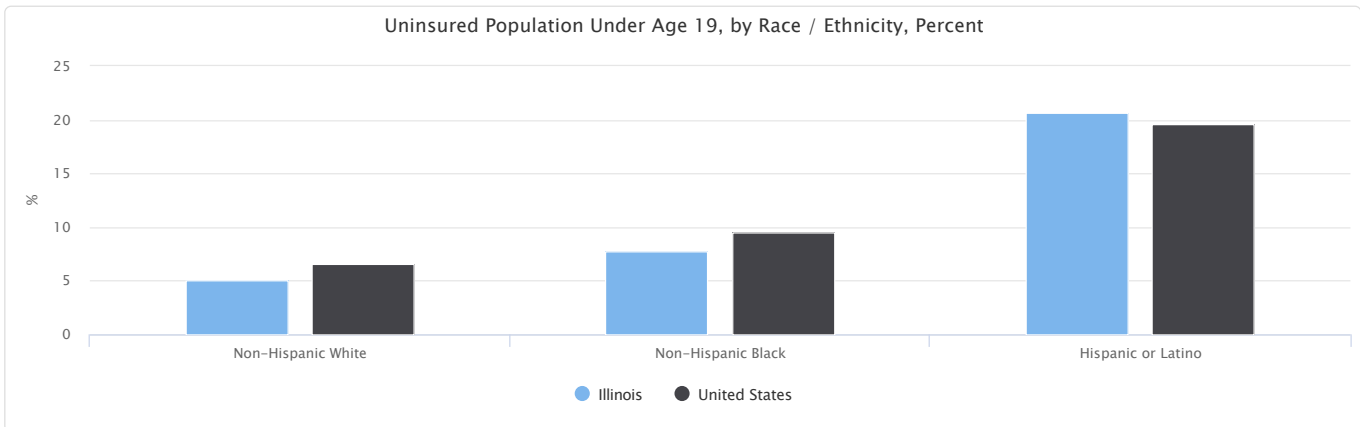
This indicator reports the percentage of uninsured population under age 19 by race/ethnicity.

The percentage values could be interpreted as, for example, "Of all the non-Hispanic white population under age 19 in the report area, the proportion without medical insurance is (value)."

Note: There is only SAHIE data available for state/national areas for this dataset.

Report Area	Non-Hispanic White	Non-Hispanic Black	Hispanic or Latino
Illinois	5.00%	7.70%	20.60%
United States	6.54%	9.55%	19.61%

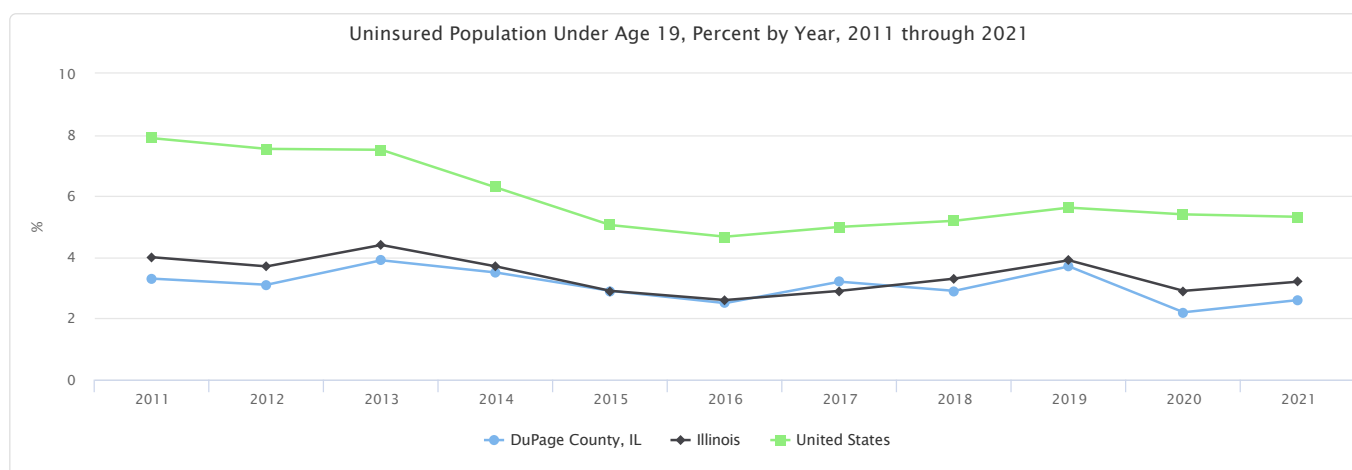
Data Source: US Census Bureau, *Small Area Health Insurance Estimates*. 2021.



### Uninsured Population Under Age 19, Percent by Year, 2011 through 2021

Report Area	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
DuPage County, IL	3.30%	3.10%	3.90%	3.50%	2.90%	2.50%	3.20%	2.90%	3.70%	2.20%	2.60%
Illinois	4.00%	3.70%	4.40%	3.70%	2.90%	2.60%	2.90%	3.30%	3.90%	2.90%	3.20%
United States	7.89%	7.54%	7.51%	6.28%	5.05%	4.67%	4.99%	5.19%	5.62%	5.40%	5.32%

Data Source: US Census Bureau, *Small Area Health Insurance Estimates*, 2021.



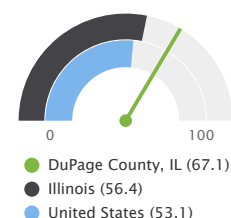
## Opportunity Index

This indicator reports the Opportunity Index score for the report area. The Opportunity Index includes indicators within four dimensions of community well-being: Economy; Education; Health; and Community. The overall score combines sixteen underlying indicators for states, and fourteen for counties. The Opportunity Index score has a potential range of 0 (indicating no opportunity) to 100 (indicating maximum opportunity).

Report Area	Total Population	Opportunity Index Score
DuPage County, IL	931,153	67.1
Illinois	12,826,895	56.4
United States	323,071,342	53.1

Note: This indicator is compared to the state average.  
Data Source: *Opportunity Nation*, 2018.

Opportunity Index Score



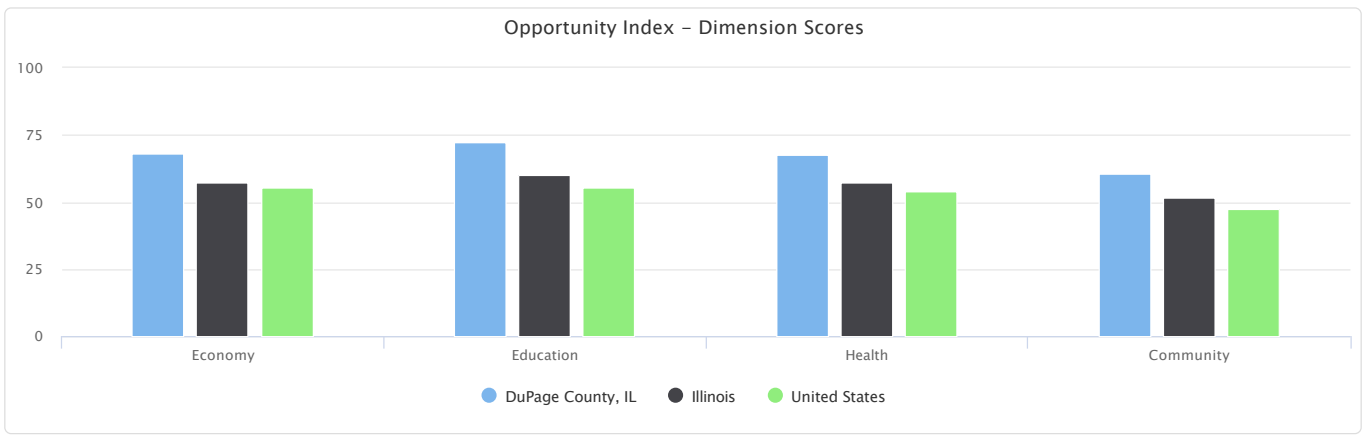
## Opportunity Index - Dimension Scores

This indicator reports the index scores for each of the four dimensions that make up the Opportunity Index. Each dimension is in turn composed of three to seven indicators that measure opportunity. Index scores have a potential range of 0 (indicating no opportunity) to 100 (indicating maximum opportunity).

Report Area	Economy	Education	Health	Community
DuPage County, IL	68.2	72.3	67.4	60.6
Illinois	57.1	60.0	57.1	51.5
United States	55.4	55.2	54.0	47.6

Data Source: *Opportunity Nation*, 2018.

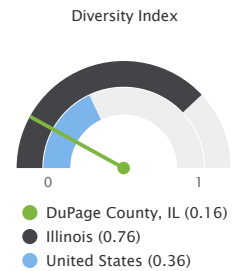




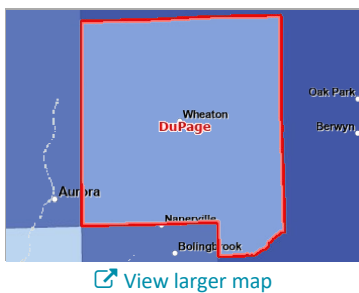
## Racial Diversity (Theil Index)

This indicator measures the spatial distribution or evenness of population demographic groups in neighborhoods throughout the county. This indicator is presented as an index with values ranging between 0 and 1, with higher values indicating higher levels of segregation between neighborhoods.

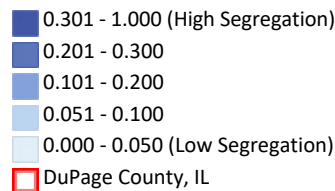
Report Area	Non-Hispanic White, Percent	Non-Hispanic Black, Percent	Non-Hispanic Asian, Percent	Non-Hispanic AI/AN, Percent	Non-Hispanic NH/PI, Percent	Hispanic/Latino, Percent	Diversity Index
DuPage County, IL	65.72%	4.91%	13.22%	0.10%	0.02%	16.03%	0.16
Illinois	60.50%	14.37%	6.05%	0.13%	0.02%	18.92%	0.76
United States	60.01%	12.50%	6.14%	0.70%	0.19%	20.42%	0.36



Note: This indicator is compared to the state average.  
Data Source: University of Missouri, Center for Applied Research and Engagement Systems. 2020.



### Racial Segregation (Theil Index) by County, US Census Bureau 2020

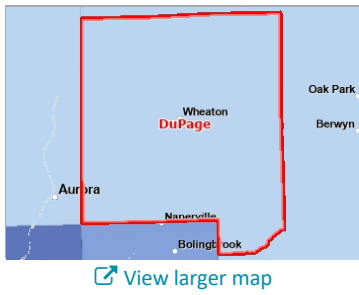


## Racial Segregation (Interaction Index)

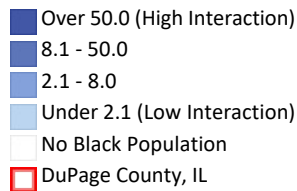
This indicator measures the spatial segregation of population demographic groups. The indicator is presented as an index with values ranging between 0 and 1, with higher values indicating greater levels of segregation. This indicator specifically measures segregation between the White (Non-Hispanic) and Black (Non-Hispanic) population.

Report Area	Total Population	Non-Hispanic White Population	Non-Hispanic Black Population	Segregation Index
DuPage County, IL	938,492	657,493	45,299	0.64
Illinois	13,139,455	8,324,628	1,919,384	No data
United States	318,575,855	201,856,108	40,123,525	No data

Data Source: University of Missouri, Center for Applied Research and Engagement Systems. 2010.



Racial Segregation (Interaction Index), White - Black by County, US Census Bureau 2010

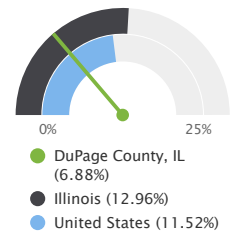


### SNAP Benefits - Households Receiving SNAP (ACS)

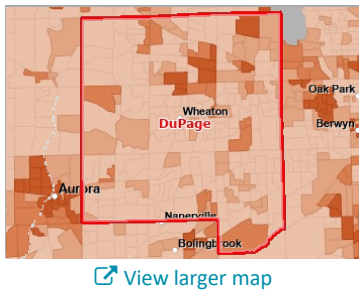
In the report area, an estimate of 24,002 or 6.88% households receive Supplemental Nutrition Assistance Program (SNAP) benefits. The value for the report area is less than the national average of 11.52%. This indicator is relevant because it assesses vulnerable populations which are more likely to have multiple health access, health status, and social support needs; when combined with poverty data, providers can use this measure to identify gaps in eligibility and enrollment.

Report Area	Total Households	Households Receiving SNAP Benefits	Percent Households Receiving SNAP Benefits
DuPage County, IL	348,870	24,002	6.88%
Illinois	4,968,761	643,897	12.96%
United States	125,736,353	14,486,880	11.52%

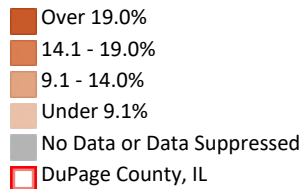
Percent Households Receiving SNAP Benefits



Note: This indicator is compared to the state average.  
Data Source: US Census Bureau, American Community Survey, 2018-22.



Households Receiving SNAP Benefits, Percent by Tract, ACS 2018-22

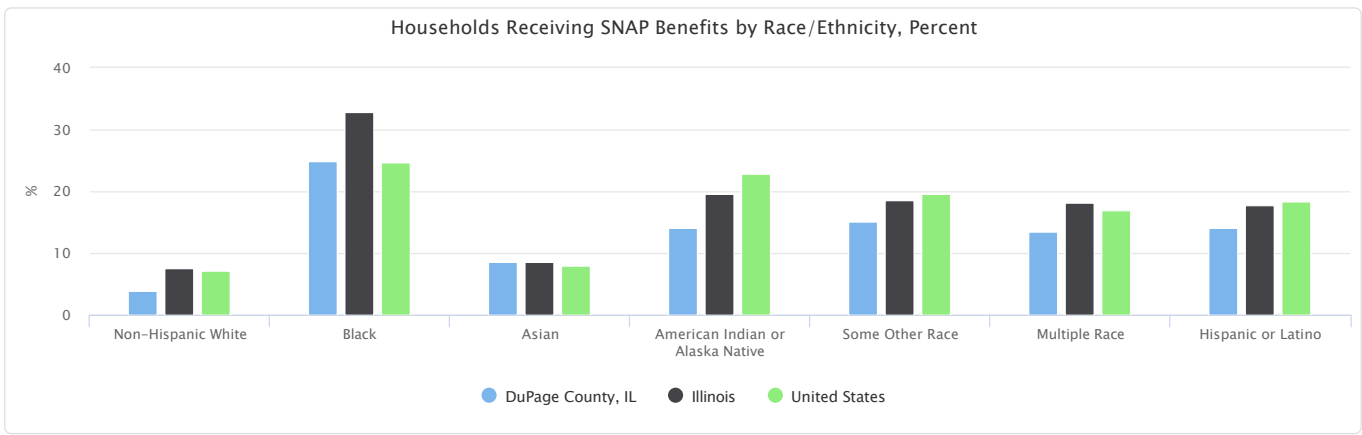


### Households Receiving SNAP Benefits by Race/Ethnicity, Percent

This indicator reports the percent of households receiving SNAP benefits by race/ethnicity. The percentage values could be interpreted as, for example, "Of all the non-Hispanic white households within the report area, the proportion receiving SNAP benefits is (value)."

Report Area	Non-Hispanic White	Black	Asian	American Indian or Alaska Native	Some Other Race	Multiple Race	Hispanic or Latino
DuPage County, IL	3.96%	24.85%	8.62%	14.09%	15.09%	13.56%	14.01%
Illinois	7.55%	32.81%	8.67%	19.52%	18.64%	18.26%	17.81%
United States	7.09%	24.61%	7.90%	22.94%	19.52%	16.86%	18.37%

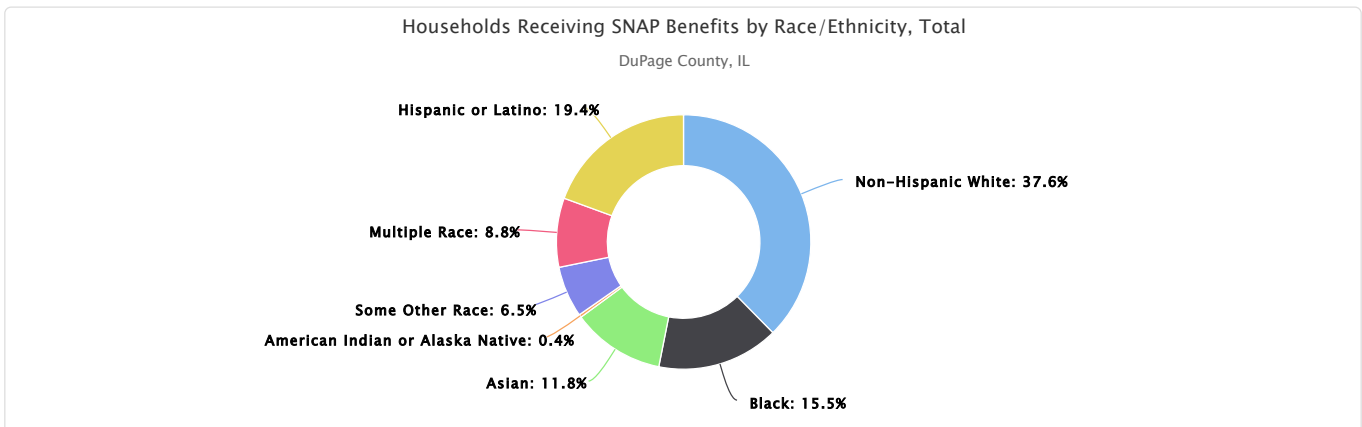
Data Source: US Census Bureau, American Community Survey, 2018-22.



### Households Receiving SNAP Benefits by Race/Ethnicity, Total

Report Area	Non-Hispanic White	Black	Asian	American Indian or Alaska Native	Some Other Race	Multiple Race	Hispanic or Latino
DuPage County, IL	10,421	4,288	3,272	101	1,795	2,435	5,371
Illinois	264,628	225,613	22,447	3,245	44,307	47,690	113,786
United States	6,315,257	3,789,071	503,660	202,779	1,097,862	1,380,001	3,250,614

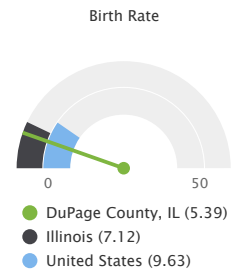
Data Source: US Census Bureau, American Community Survey, 2018-22.



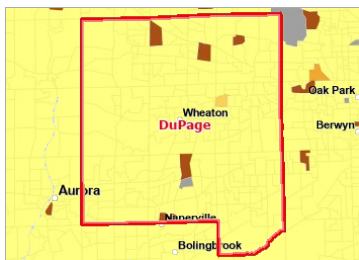
### Teen Births (ACS)

Based on American Community Survey 2018-2022 5-year estimates, there was an average of 5.39 births for every 1,000 teens (age 15 - 19) in the report area.

Report Area	Females Age 15 to 19	Births to Teens	Births per 1,000 Teens
DuPage County, IL	29,868	161	5.39
Illinois	414,085	2,948	7.12
United States	10,683,985	102,904	9.63

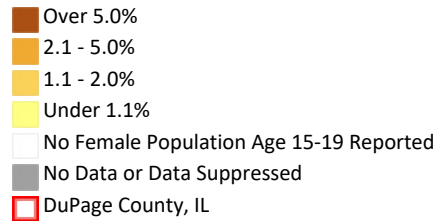


Note: This indicator is compared to the state average.  
Data Source: US Census Bureau, American Community Survey, 2018-22.



[View larger map](#)

### Women that Gave Birth, Age 15-19, Percent by Tract, ACS 2018-22

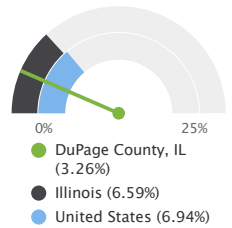


## Young People Not in School and Not Working

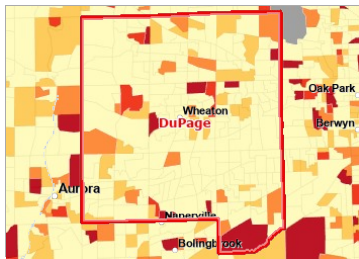
This indicator reports the percentage of youth age 16-19 who are not currently enrolled in school and who are not employed. The report area has a total population of 49,098 between the ages, of which 1,602 are not in school and not employed.

Report Area	Population Age 16-19	Population Age 16-19 Not in School and Not Employed	Population Age 16-19 Not in School and Not Employed, Percent
DuPage County, IL	49,098	1,602	3.26%
Illinois	677,989	44,678	6.59%
United States	17,571,402	1,220,306	6.94%

Population Age 16-19 Not in School and Not Employed, Percent

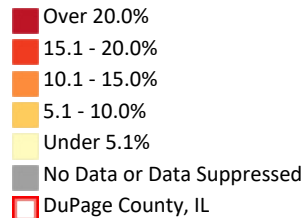


Note: This indicator is compared to the state average.  
Data Source: US Census Bureau, American Community Survey, 2018-22.



[View larger map](#)

### Youths Not Enrolled in School and Not Employed, Percent by Tract, ACS 2018-22



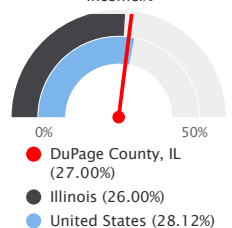
## Childcare Cost Burden

This indicator reports the childcare costs for a median-income household with two children as a percentage of household income. Data are acquired from the 2022&2021 Living Wage Calculator and Small Area Income and Poverty Estimates and are used in the 2023 County Health Rankings.

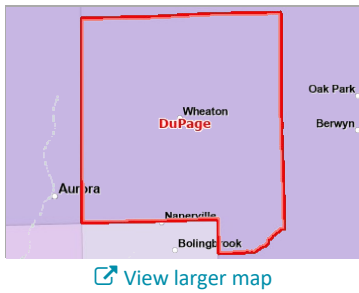
Within the report area, on average households with two children spend 27.00% of their household income on childcare, which is higher than the state average of 26.00%.

Report Area	Childcare Costs, Percentage of Household Income (Median-Income Family)
DuPage County, IL	27.00%
Illinois	26.00%
United States	28.12%

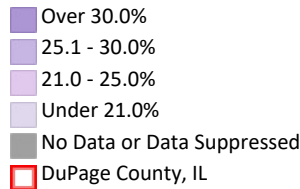
Childcare Costs Percentage of Household Income:%



Note: This indicator is compared to the state average.  
Data Source: The Living Wage Calculator, Small Area Income and Poverty Estimates. Accessed via County Health Rankings, 2022&2021.



Childcare Cost Burden, Percent of Median Household Income by County, US Census LWC 2021-2022

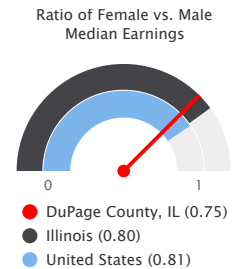


## Gender Pay Gap

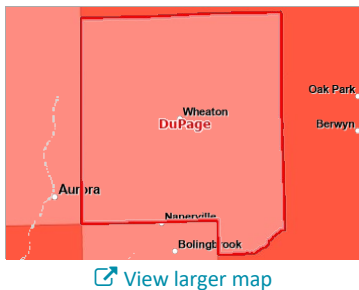
This indicator reports the ratio of women's median earnings to men's median earnings for all full-time, year-round workers, presented as "cents on the dollar." Data are acquired from the 2017-2021 American Community Survey and are used in the 2023 County Health Rankings.

Within the report area, on average women were paid \$0.75 for every dollar in male median earnings, which is less than the state average of \$0.80.

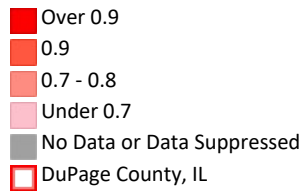
Report Area	Ratio of Female vs. Male Median Earnings
DuPage County, IL	0.75
Illinois	0.80
United States	0.81



Note: This indicator is compared to the state average.  
Data Source: US Census Bureau, American Community Survey, 2017-2021.



Gender Pay Gap, by County, ACS 2017-2021



## Physical Environment

### Climate & Health - Climate-Related Mortality Impacts

This indicator reports the median estimated economic impacts from changes in all-cause mortality rates, across all age groups. These impacts are the central estimate for average annual damage during 2080-2099 under a business-as-usual scenario (RCP8.5). Impacts are changes relative to counterfactual "no additional climate change" trajectories.

Report Area	Total Population	Estimated Climate Change Impacts (% GDP)
DuPage County, IL	926,930	-2.8%
Illinois	12,873,730	4.0%
United States	314,083,063	9.5%

Data Source: Climate Impact Lab.

## Climate & Health - National Risk Index

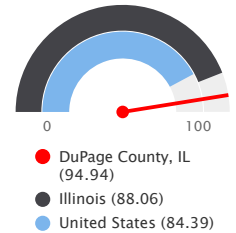
The FEMA National Risk Index provides a holistic view of community-level risk nationwide by combining multiple hazards with socioeconomic and built environment factors. It calculates a baseline relative risk measurement for each United States county and census tract for 18 natural hazard types as a composite score from the summation of all 18 hazard types (as shown in the main table) as well as individual scores for each hazard type (as shown in the breakout tables).

This indicator displays the composite FEMA National Risk Index score and the scores of the three components - Expected Annual Loss, Social Vulnerability, and Community Resilience. All the scores are constrained into a scale ranging from 0 (lowest risk) to 100 (highest risk) describing a community's relative position among all other communities. For example, a county's Risk Index score (as shown in the table below) and rating (as displayed in the map inset) is relative to all other counties in the United States. Similarly, a Census tract's Risk Index score and rating is relative to all other Census tracts in the United States.

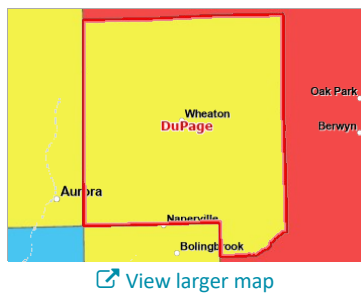
*Note: Use caution when comparing data for custom areas to national averages. View methodology for more information.*

Report Area	National Risk Index Score	Expected Annual Loss Score	Social Vulnerability Score	Community Resilience Score
DuPage County, IL	<b>94.94</b>	95.57	21.99	80.27
Illinois	88.06	88.70	54.93	78.62
United States	84.39	84.47	58.54	57.95

National Risk Index Score

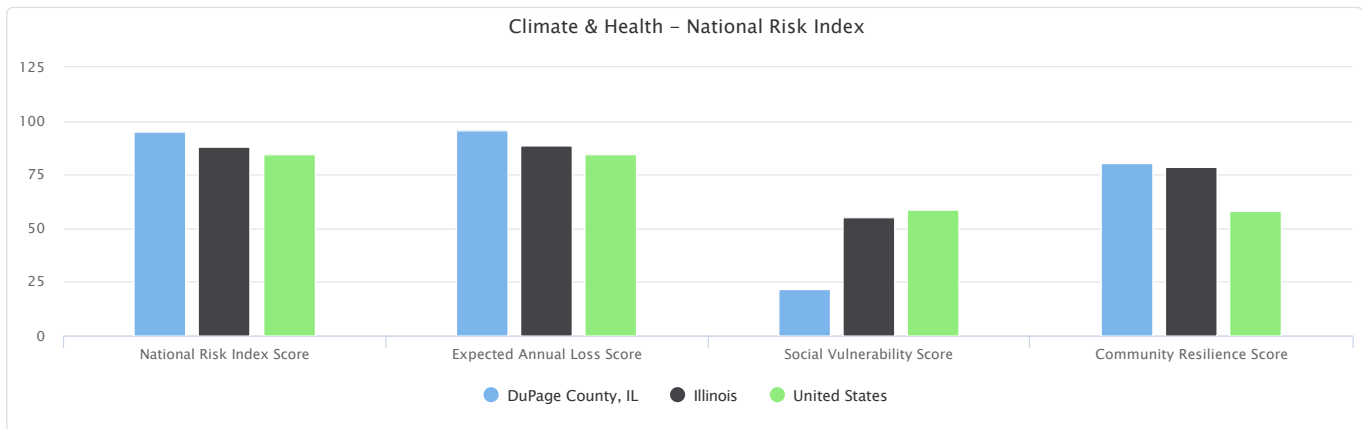


*Note: This indicator is compared to the state average.  
Data Source: Federal Emergency Management Agency, National Risk Index, 2023.*



National Risk Index, Rating by County, FEMA NRI 2023

- Very High
- Relatively High
- Relatively Moderate
- Relatively Low
- Very Low
- DuPage County, IL



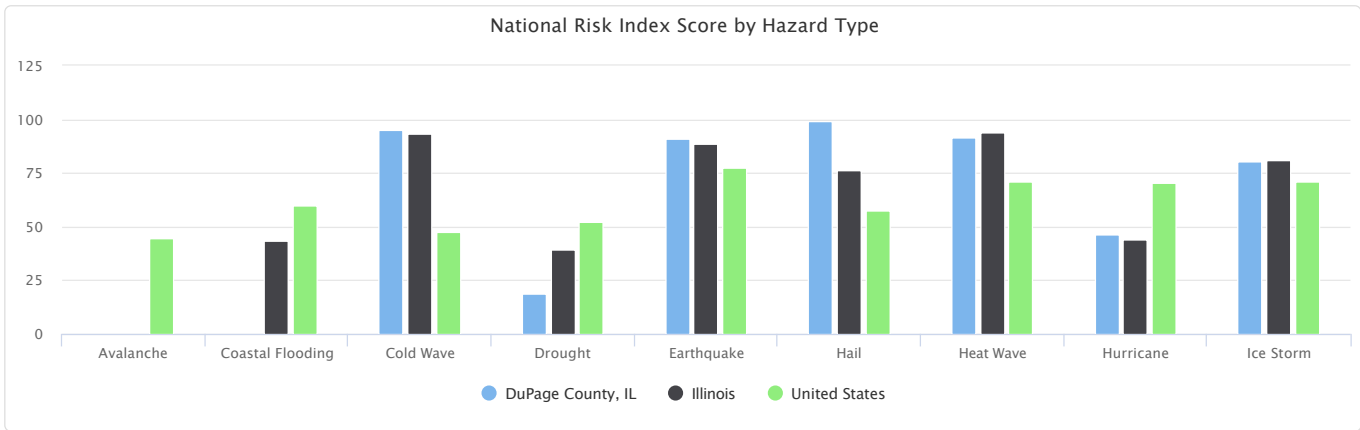
## National Risk Index Score by Hazard Type

This indicator reports the Risk Index score of each individual hazard type in the report area.

*Note: Use caution when comparing data for custom areas to national averages. View methodology for more information.*

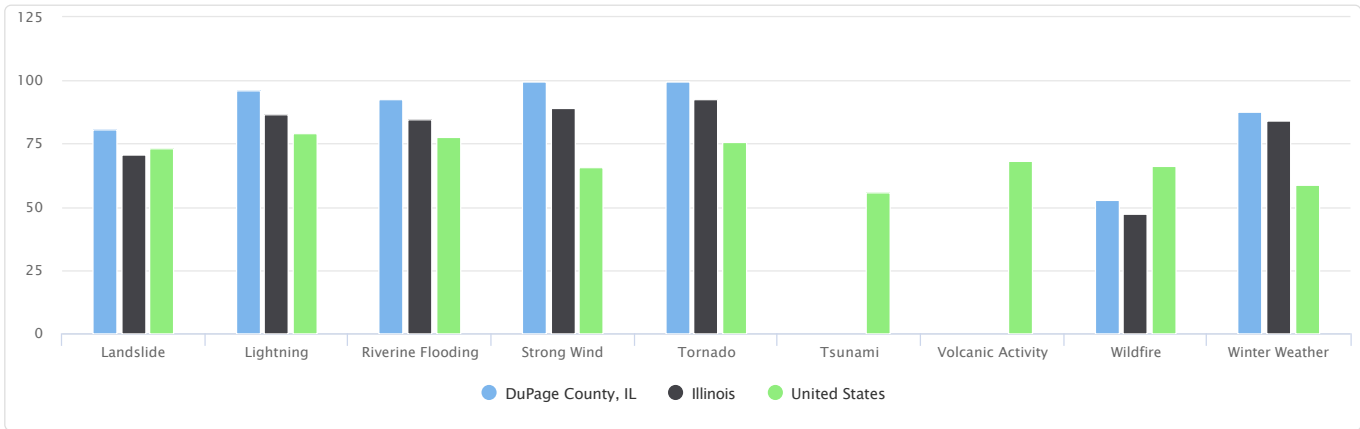
Report Area	Avalanche	Coastal Flooding	Cold Wave	Drought	Earthquake	Hail	Heat Wave	Hurricane	Ice Storm
DuPage County, IL	No data	No data	95.07	18.61	91.19	99.17	91.63	46.30	80.68
Illinois	No data	43.67	93.27	39.49	88.34	76.52	93.65	43.91	80.95
United States	44.86	59.89	47.44	52.43	77.38	57.34	70.75	70.20	71.21

Data Source: Federal Emergency Management Agency, [National Risk Index](#). 2023.



Report Area	Landslide	Lightning	Riverine Flooding	Strong Wind	Tornado	Tsunami	Volcanic Activity	Wildfire	Winter Weather
DuPage County, IL	80.79	96.20	92.84	99.59	99.49	No data	No data	52.82	87.46
Illinois	70.64	86.44	84.43	89.23	92.52	No data	No data	47.12	84.13
United States	73.23	79.14	77.69	65.58	75.65	55.76	68.29	66.25	58.78

Data Source: Federal Emergency Management Agency, [National Risk Index](#). 2023.

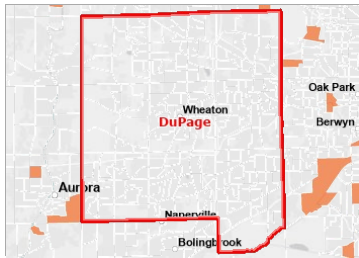


## Food Environment - Food Desert Census Tracts

This indicator reports the number of neighborhoods in the report area that are within food deserts. The USDA Food Access Research Atlas defines a food desert as any neighborhood that lacks healthy food sources due to income level, distance to supermarkets, or vehicle access. The report area has a population of 0 living in food deserts and a total of 0 census tracts classified as food deserts by the USDA.

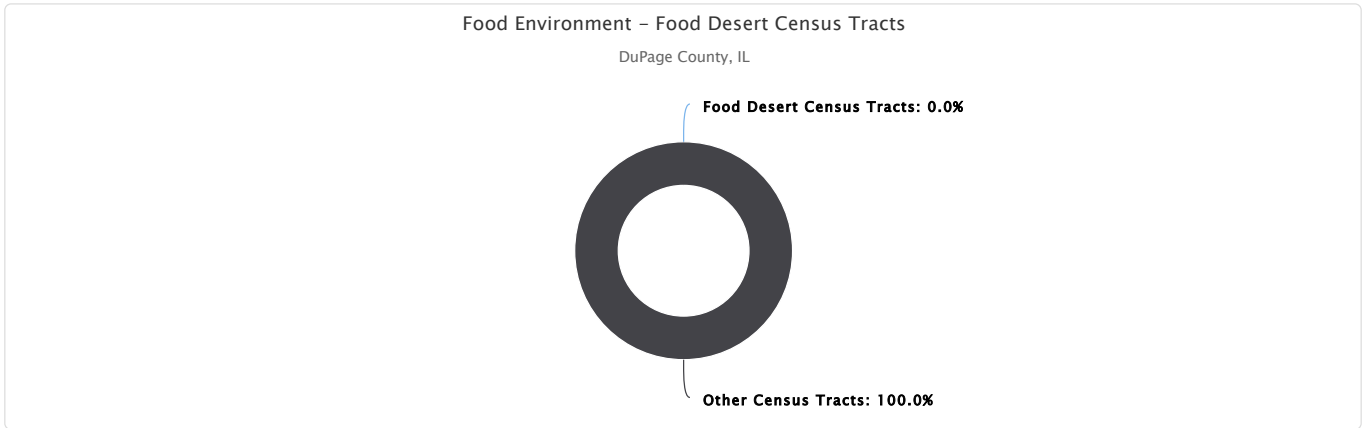
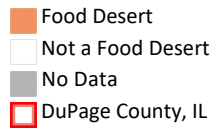
Report Area	Total Population (2010)	Food Desert Census Tracts	Other Census Tracts	Food Desert Population	Other Population
DuPage County, IL	916,924	0	216	0	916,924
Illinois	12,830,632	319	2,796	1,242,939	11,587,693
United States	308,745,538	9,293	63,238	39,074,974	269,670,564

Data Source: US Department of Agriculture, Economic Research Service, [USDA - Food Access Research Atlas](#). 2019.



[View larger map](#)

Food Desert Census Tracts, 1 Mi. / 10 Mi. by Tract, USDA - FARA 2019



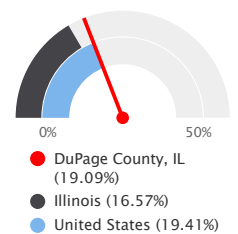
### Food Environment - Low Income & Low Food Access

This indicator reports the percentage of the low income population with low food access. Low food access is defined as living more than 1 mile (urban) or 10 miles (rural) from the nearest supermarket, supercenter, or large grocery store. Data are from the April 2021 [Food Access Research Atlas](#) dataset. This indicator is relevant because it highlights populations and geographies facing food insecurity.

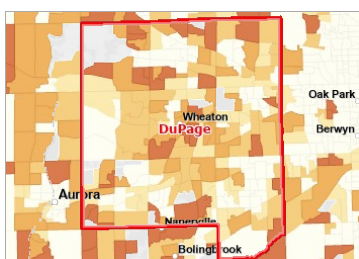
19.09% of the low-income population in the report area have low food access. The total low-income population in the report area with low food access is 29,470.

Report Area	Total Population	Low Income Population	Low Income Population with Low Food Access	Percent Low Income Population with Low Food Access
DuPage County, IL	916,924	154,392	29,470	19.09%
Illinois	12,830,632	3,740,352	619,810	16.57%
United States	308,745,538	97,055,825	18,834,033	19.41%

Percent Low Income Population with Low Food Access

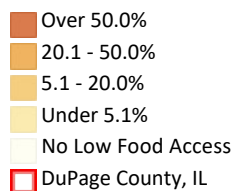


Note: This indicator is compared to the state average.  
Data Source: US Department of Agriculture, Economic Research Service, [USDA - Food Access Research Atlas](#). 2019.



[View larger map](#)

Population with Limited Food Access, Low Income, Percent by Tract, USDA - FARA 2019



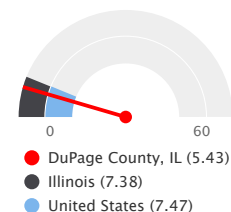


## Food Environment - SNAP-Authorized Food Stores

This indicator reports the number of SNAP-authorized food stores as a rate per 10,000 population. SNAP-authorized stores include grocery stores as well as supercenters, specialty food stores, and convenience stores that are authorized to accept SNAP (Supplemental Nutrition Assistance Program) benefits. The report area contains a total of 498 SNAP-authorized retailers with a rate of 5.43.

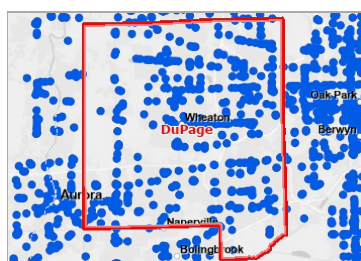
Report Area	Total Population (2020)	Total SNAP-Authorized Retailers	SNAP-Authorized Retailers, Rate per 10,000 Population
DuPage County, IL	917,481	498	<b>5.43</b>
Illinois	12,587,504	9,294	7.38
United States	332,898,996	248,526	7.47

SNAP-Authorized Retailers, Rate (Per 10,000 Population)



Note: This indicator is compared to the state average.

Data Source: US Department of Agriculture, Food and Nutrition Service, USDA - SNAP Retailer Locator. Additional data analysis by CARES. 2023.



### SNAP-Authorized Retailers, USDA March 2023

- SNAP-Authorized Retailers, USDA March 2023
- DuPage County, IL

[View larger map](#)

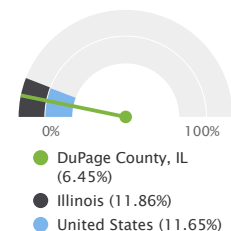
## Built Environment - Households with No or Slow Internet

This indicator reports the percentage of households who either use dial-up as their only way of internet connection, or have internet access but don't pay for the service, or have no internet access in their home, based on the 2018-2022 American Community Survey estimates. Of the 348,870 total households in the report area, 22,510 or 6.45% have no or slow internet.

Note: The ACS2018-22 questions about internet/computer usage are not asked for the group quarters population, so data do not include people living in housing such as dorms, prisons, nursing homes, etc.

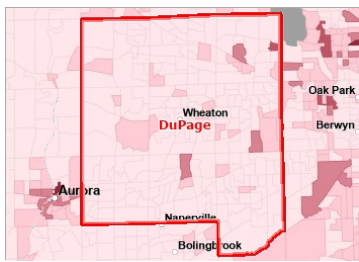
Report Area	Total Households	Households with No or Slow Internet	Households with No or Slow Internet, Percent
DuPage County, IL	348,870	22,510	<b>6.45%</b>
Illinois	4,968,761	589,415	11.86%
United States	125,736,353	14,652,439	11.65%

Percentage of Households with No or Slow Internet



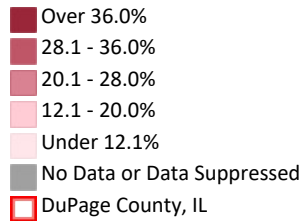
Note: This indicator is compared to the state average.

Data Source: US Census Bureau, American Community Survey. 2018-22.



[View larger map](#)

Households with No or Slow Internet, Percent by Tract, ACS 2018-22

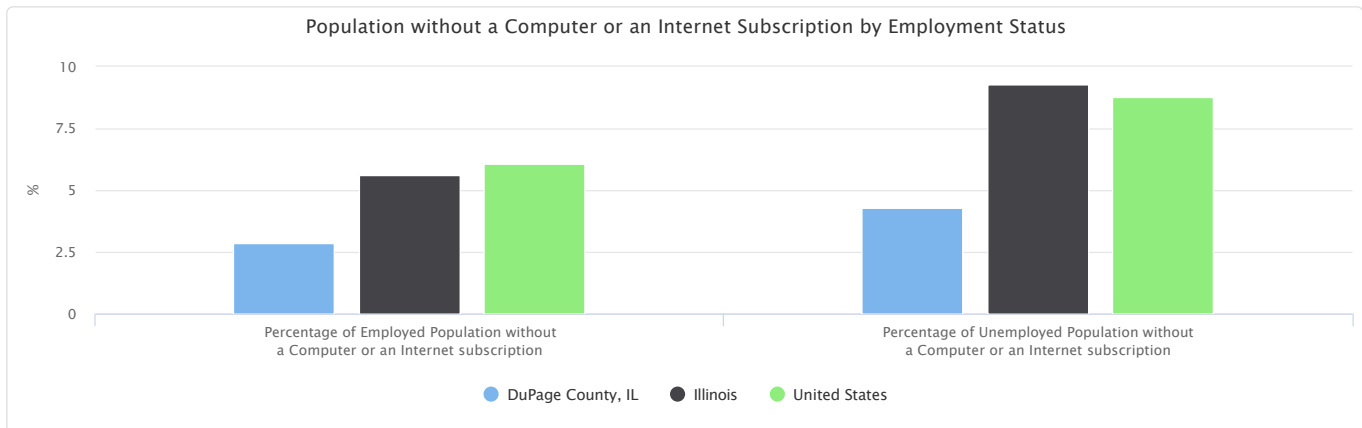


### Population without a Computer or an Internet Subscription by Employment Status

This indicator reports the total and percentage of population that have no computer or Internet subscription by employment status based on the 2018-2022 American Community Survey estimates. Of the report area's 486,964 employed population, 13,894 or 2.85% have no computer or Internet subscription while of its 24,155 unemployed population, 1,036 or 4.29% have no computer or Internet subscription. Notice that the universe of this indicator is all civilian household population 16 years and over, including population in labor force (i.e., the employed population and the unemployed population) and population not in labor force (not listed in this table).

Report Area	Total Employed Population	Employed with No Computer or Internet Subscription, Total	Employed with No Computer or Internet Subscription, Percent	Total Unemployed Population	Unemployed with No Computer or Internet Subscription, Total	Unemployed with No Computer or Internet Subscription, Percent
DuPage County, IL	486,964	13,894	2.85%	24,155	1,036	4.29%
Illinois	6,244,763	349,824	5.60%	391,977	36,406	9.29%
United States	157,611,582	9,572,893	6.07%	8,743,936	766,903	8.77%

Data Source: US Census Bureau, American Community Survey, 2018-22.



### Built Environment - Households with No Computer

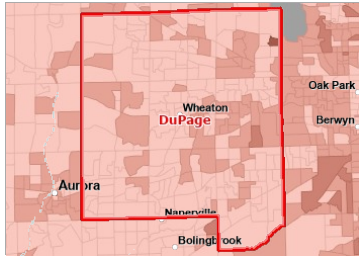
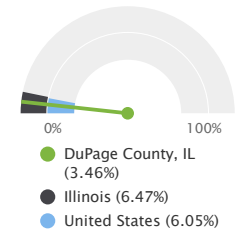
This indicator reports the percentage of households who don't own or use any types of computers, including desktop or laptop, smartphone, tablet or other portable wireless computer, and some other type of computer, based on the 2018-2022 American Community Survey estimates. Of the 348,870 total households in the report area, 12,058 or 3.46% are without a computer.

*Note: The ACS 2018-22 questions about internet/computer usage are not asked for the group quarters population, so data do not include people living in housing such as dorms, prisons, nursing homes, etc.*

Report Area	Total Households	Households with No Computer	Households with No Computer, Percent
DuPage County, IL	348,870	12,058	3.46%
Illinois	4,968,761	321,608	6.47%
United States	125,736,353	7,603,749	6.05%

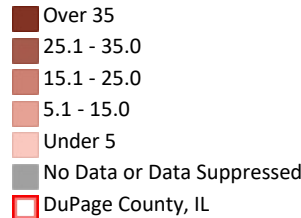
Note: This indicator is compared to the state average.  
 Data Source: US Census Bureau, American Community Survey, 2018-22.

Percentage of Households with No Computer



[View larger map](#)

Households with No Computer, Percent by Tract, ACS 2018-22

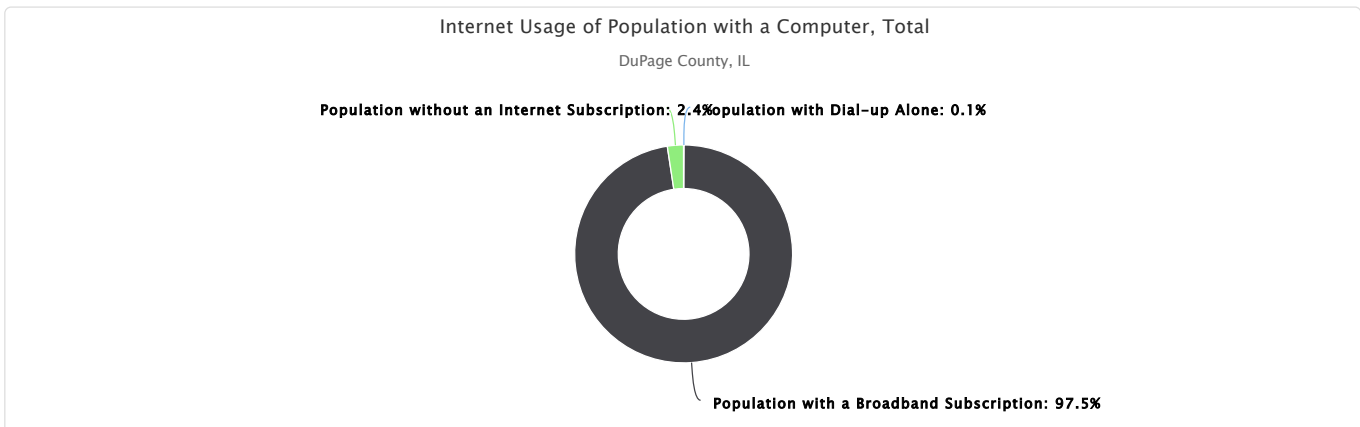


## Internet Usage of Population with a Computer, Total

This indicator reports the Internet usage of household population with a computer, including Internet access with dial-up alone, with a broadband subscription, and without Internet subscription, based on the 2018-2022 American Community Survey estimates.

Report Area	Total Population	Population with Any Computer	Population with Dial-up Alone	Population with A Broadband Subscription	Population without An Internet Subscription
DuPage County, IL	917,681	900,895	651	878,698	21,546
Illinois	12,480,854	12,006,944	16,150	11,400,363	590,431
United States	322,994,302	310,986,833	432,346	293,957,068	16,597,419

Data Source: US Census Bureau, American Community Survey, 2018-22.

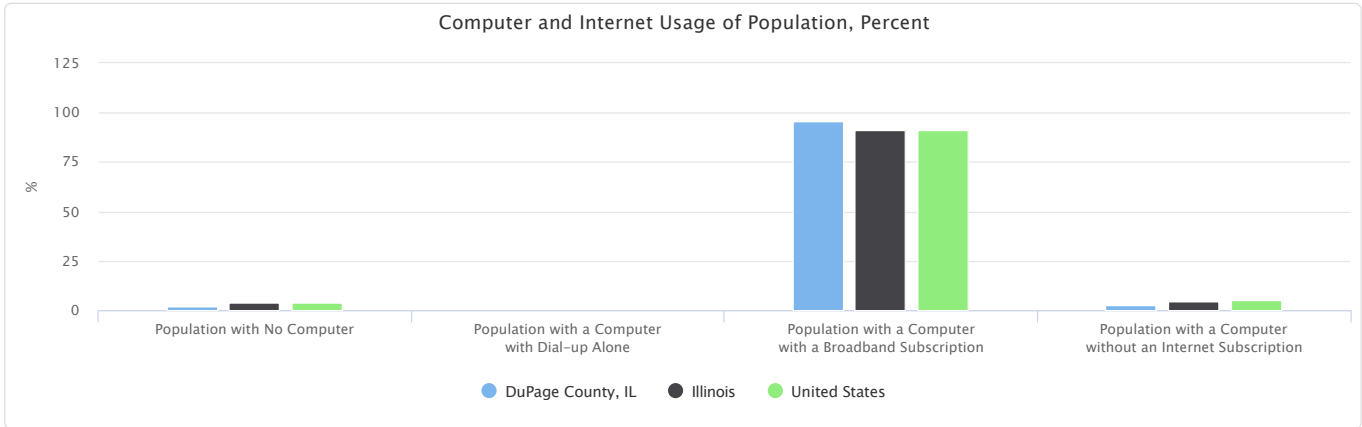


## Computer and Internet Usage of Population, Percent

This indicator reports the computer and Internet usage of household population, including not using or owning a computer, with a computer and using dial-up alone for Internet access, with a computer and with a broadband subscription, and with a computer but without an Internet subscription, based on the 2018-2022 American Community Survey estimates.

Report Area	Population with No Computer	Population with Any Computer	Population with Any Computer with Dial-up Alone	Population with Any Computer with A Broadband Subscription	Population with Any Computer without An Internet Subscription
DuPage County, IL	1.83%	98.17%	0.07%	95.75%	2.35%
Illinois	3.80%	96.20%	0.13%	91.34%	4.73%
United States	3.72%	96.28%	0.13%	91.01%	5.14%

Data Source: US Census Bureau, American Community Survey, 2018-22.



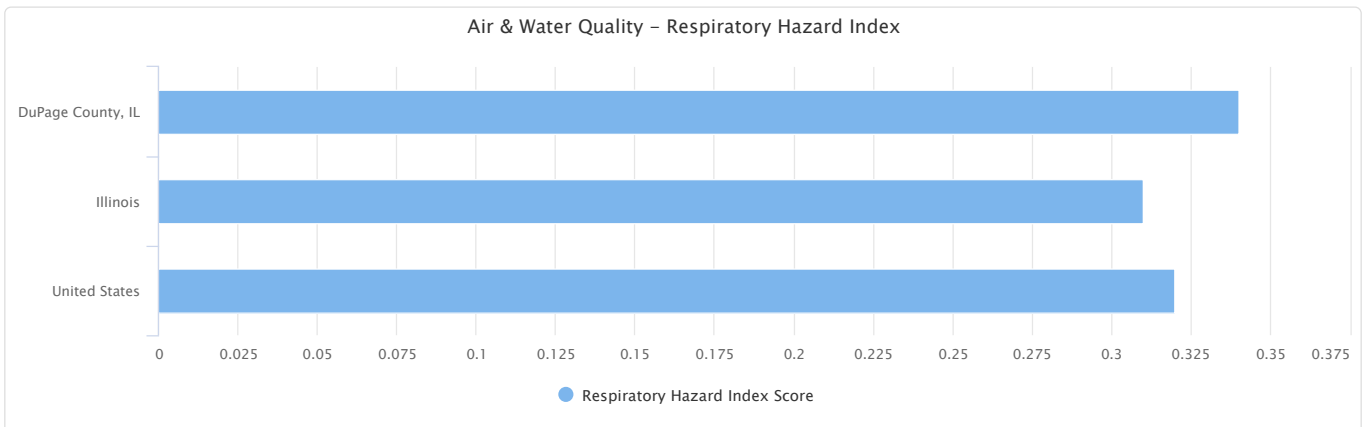
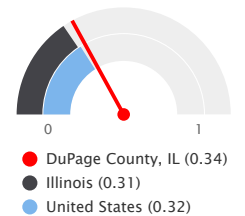
## Air & Water Quality - Respiratory Hazard Index

This indicator reports the non-cancer respiratory hazard index score. This score represents the potential for noncancer adverse health effects, where scores less than 1.0 indicate adverse health effects are unlikely, and scores of 1.0 or more indicate a potential for adverse health effects.

Report Area	Total Population	Respiratory Hazard Index Score
DuPage County, IL	916,924	<b>0.34</b>
Illinois	12,830,498	0.31
United States	312,566,557	0.32

Note: This indicator is compared to the state average.  
Data Source: EPA - National Air Toxics Assessment, 2018.

Respiratory Hazard Index Score



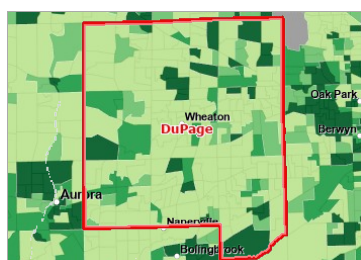
## Housing and Families

## Family Households - Overview

The American Community Survey (ACS) estimated there were 244,418 families in the report area in 2022. Married couple families comprised 81.38% of the total number. Families headed by men without wives comprised 5.53% of the total, while women without husbands headed 13.1% of families.

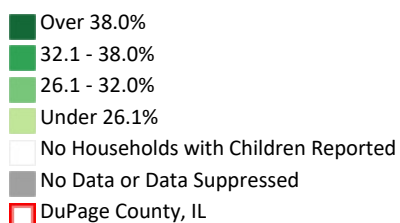
Report Area	Total Number of Families	Married Couple	Female, Spouse Absent	Male, Spouse Absent
DuPage County, IL	244,418	198,896	32,017	13,505
Illinois	3,134,103	2,301,882	596,133	236,088
United States	81,432,908	59,760,581	15,373,720	6,298,607

Data Source: US Census Bureau, American Community Survey, 2018-22.



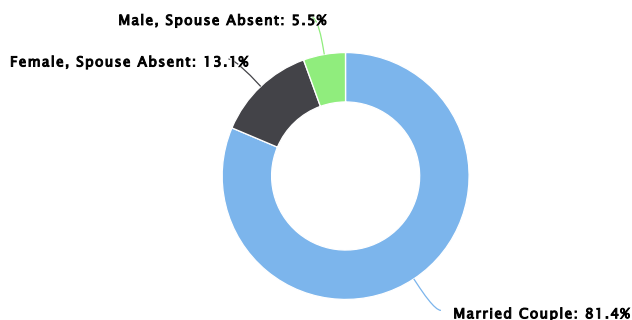
[View larger map](#)

### Single Parent Households with Children (Age 0-17), Percent by Tract, ACS 2018-22



### Family Households – Overview

DuPage County, IL

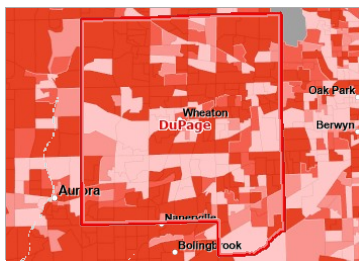


## Households - Overview

This indicator reports the total number and percentage of households by composition (married couple family, nonfamily, etc.). According to the American Community Survey subject definitions, a family household is any housing unit in which the householder is living with one or more individuals related to him or her by birth, marriage, or adoption\*. A non-family household is any household occupied by the householder alone, or by the householder and one or more unrelated individuals. \*Family households and married-couple families do not include same-sex married couples even if the marriage was performed in a state issuing marriage certificates for same-sex couples. Same sex couple households are included in the family households category if there is at least one additional person related to the householder by birth or adoption.

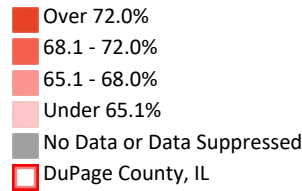
Report Area	Total Households	Family Households	Family Households, Percent	Non-Family Households	Non-Family Households, Percent
DuPage County, IL	348,870	244,418	70.06%	104,452	29.94%
Illinois	4,968,761	3,134,103	63.08%	1,834,658	36.92%
United States	125,736,353	81,432,908	64.76%	44,303,445	35.24%

Data Source: US Census Bureau, American Community Survey, 2018-22.



[View larger map](#)

Family Households, Percent by Tract, ACS 2018-22

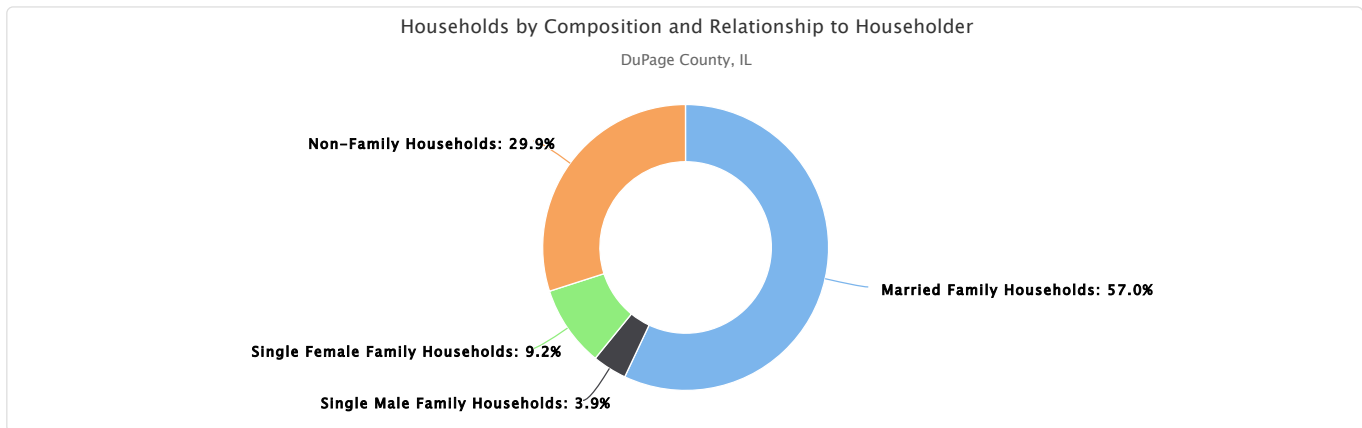


## Households by Composition and Relationship to Householder

This indicator reports households by composition and relationship to householder.

Report Area	Total Households	Married Family Households	Single Male Family Households	Single Female Family Households	Non-Family Households
DuPage County, IL	348,870	198,896	13,505	32,017	104,452
Illinois	4,968,761	2,301,882	236,088	596,133	1,834,658
United States	125,736,353	59,760,581	6,298,607	15,373,720	44,303,445

Data Source: US Census Bureau, American Community Survey, 2018-22.



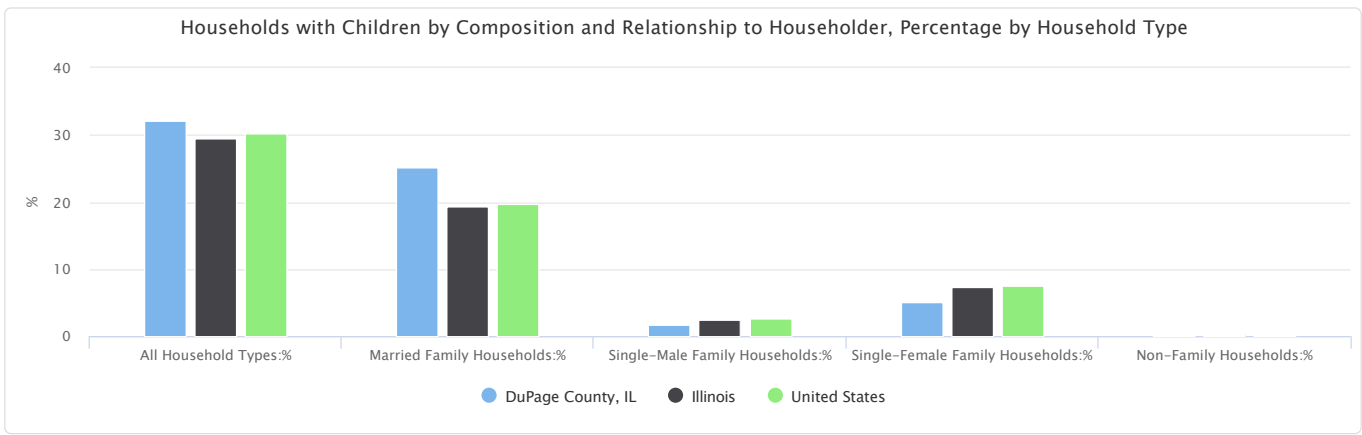
## Households with Children by Composition and Relationship to Householder, Percentage by Household Type

This indicator reports households with children by composition and relationship to householder by percentage of total households.

The percentage values could be interpreted as, for example, "Of all types of households within the report area, the households with children is (value); of all the married family households within the report area, the households with children is (value); etc."

Report Area	All Household Types	Married Family Households	Single-Male Family Households	Single-Female Family Households	Non-Family Households
DuPage County, IL	32.06%	25.25%	1.65%	5.04%	0.12%
Illinois	29.46%	19.43%	2.44%	7.34%	0.25%
United States	30.19%	19.73%	2.72%	7.47%	0.27%

Data Source: US Census Bureau, American Community Survey, 2018-22.

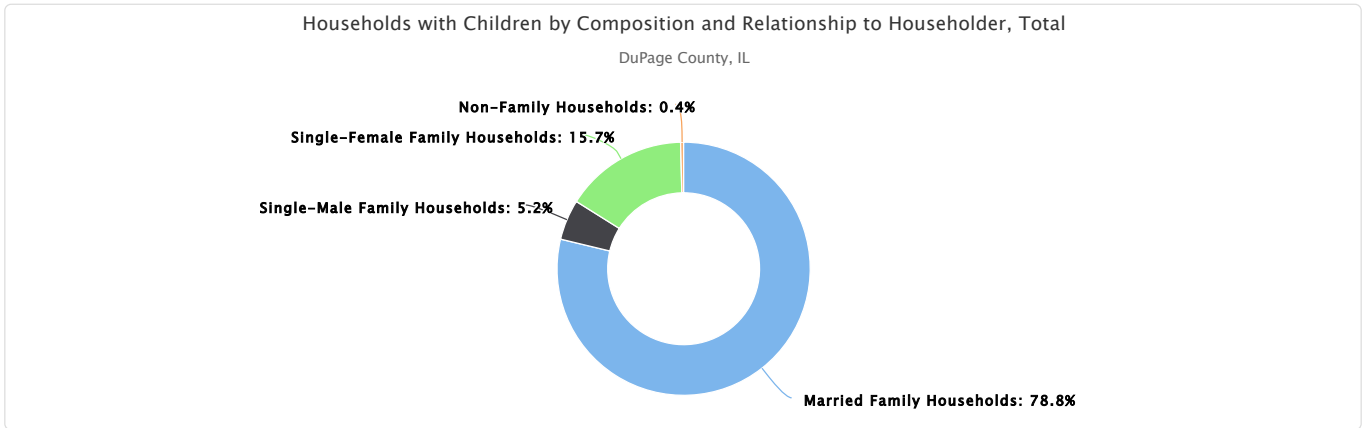


## Households with Children by Composition and Relationship to Householder, Total

This indicator reports the total number of households with children by composition and relationship to householder.

Report Area	All Household Types	Married Family Households	Single-Male Family Households	Single-Female Family Households	Non-Family Households
DuPage County, IL	111,849	88,090	5,768	17,570	421
Illinois	1,463,560	965,269	121,043	364,590	12,658
United States	37,956,469	24,811,679	3,417,786	9,393,016	333,988

Data Source: US Census Bureau, American Community Survey, 2018-22.

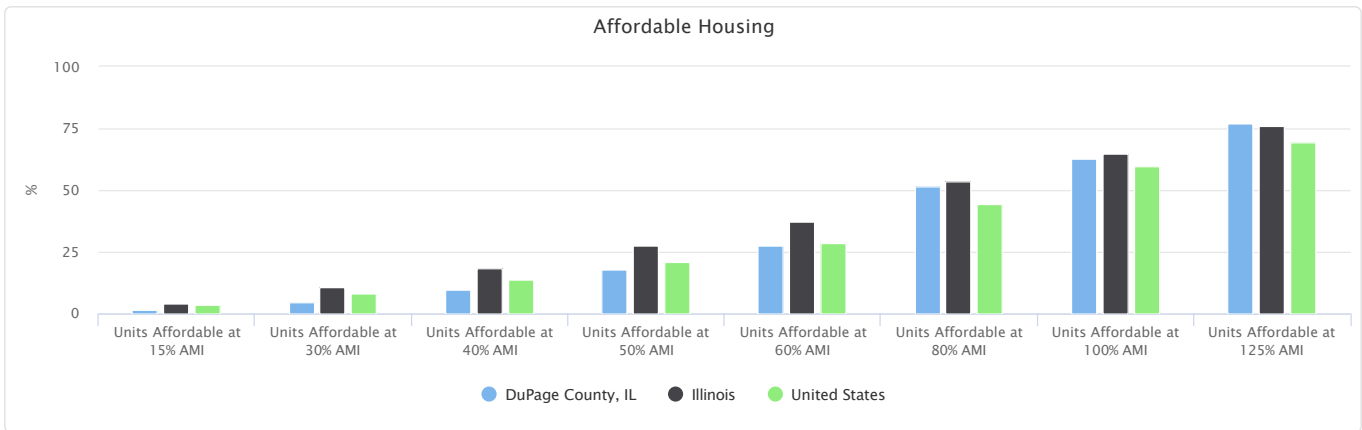


## Affordable Housing

This indicator reports the number and percentage of housing units affordable at various income levels. Affordability is defined by assuming that housing costs should not exceed 30% of total household income. Income levels are expressed as a percentage of each county's area median household income (AMI).

Report Area	Units Affordable at 15% AMI	Units Affordable at 30% AMI	Units Affordable at 40% AMI	Units Affordable at 50% AMI	Units Affordable at 60% AMI	Units Affordable at 80% AMI	Units Affordable at 100% AMI	Units Affordable at 125% AMI
DuPage County, IL	1.75%	4.61%	9.82%	17.72%	27.75%	51.38%	<b>62.88%</b>	77.25%
Illinois	4.04%	10.80%	18.51%	27.72%	37.20%	53.34%	64.73%	76.08%
United States	3.56%	8.38%	13.55%	20.73%	28.61%	44.19%	59.45%	69.61%

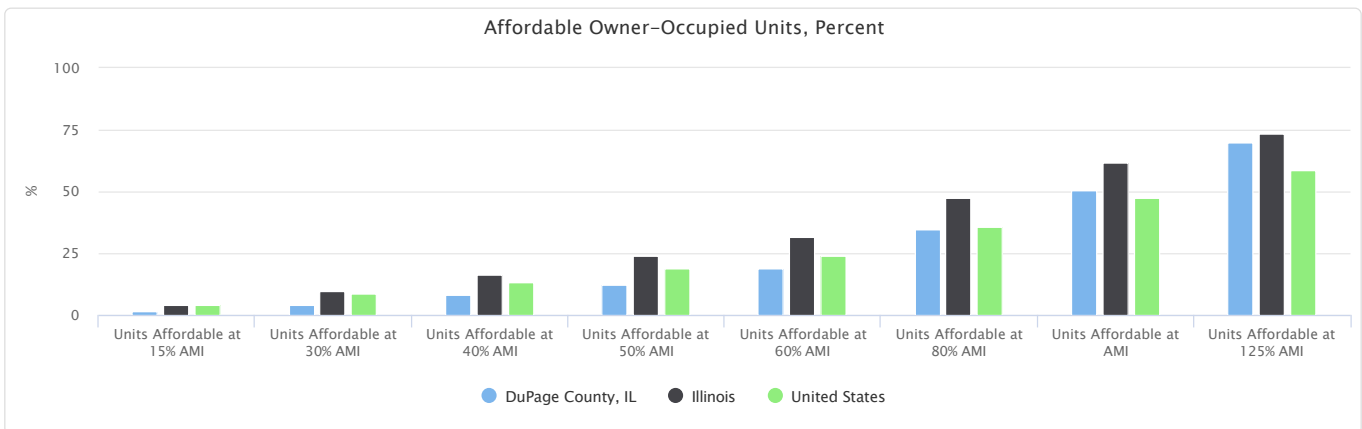
Note: This indicator is compared to the state average.  
 Data Source: US Census Bureau, American Community Survey, 2018-22.



### Affordable Owner-Occupied Units, Percent

Report Area	Units Affordable at 15% AMI	Units Affordable at 30% AMI	Units Affordable at 40% AMI	Units Affordable at 50% AMI	Units Affordable at 60% AMI	Units Affordable at 80% AMI	Units Affordable at AMI	Units Affordable at 125% AMI
DuPage County, IL	1.66%	4.24%	8.17%	12.17%	18.97%	34.71%	50.42%	69.99%
Illinois	3.99%	9.57%	16.38%	23.98%	31.80%	47.26%	61.80%	73.22%
United States	4.25%	8.72%	13.30%	18.64%	24.02%	35.48%	47.43%	58.74%

Data Source: US Census Bureau, American Community Survey, 2018-22.

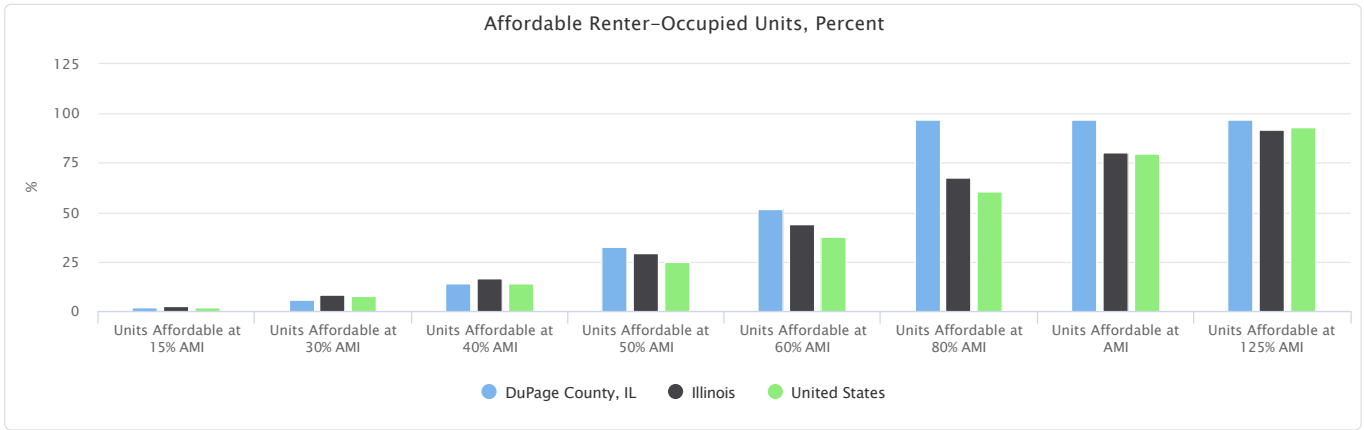


### Affordable Renter-Occupied Units, Percent



Report Area	Units Affordable at 15% AMI	Units Affordable at 30% AMI	Units Affordable at 40% AMI	Units Affordable at 50% AMI	Units Affordable at 60% AMI	Units Affordable at 80% AMI	Units Affordable at AMI	Units Affordable at 125% AMI
DuPage County, IL	1.97%	5.51%	14.05%	32.69%	51.72%	96.68%	96.76%	97.00%
Illinois	2.51%	8.44%	16.41%	29.48%	44.01%	67.51%	80.38%	92.11%
United States	2.18%	7.63%	14.21%	24.84%	37.57%	60.54%	79.53%	92.95%

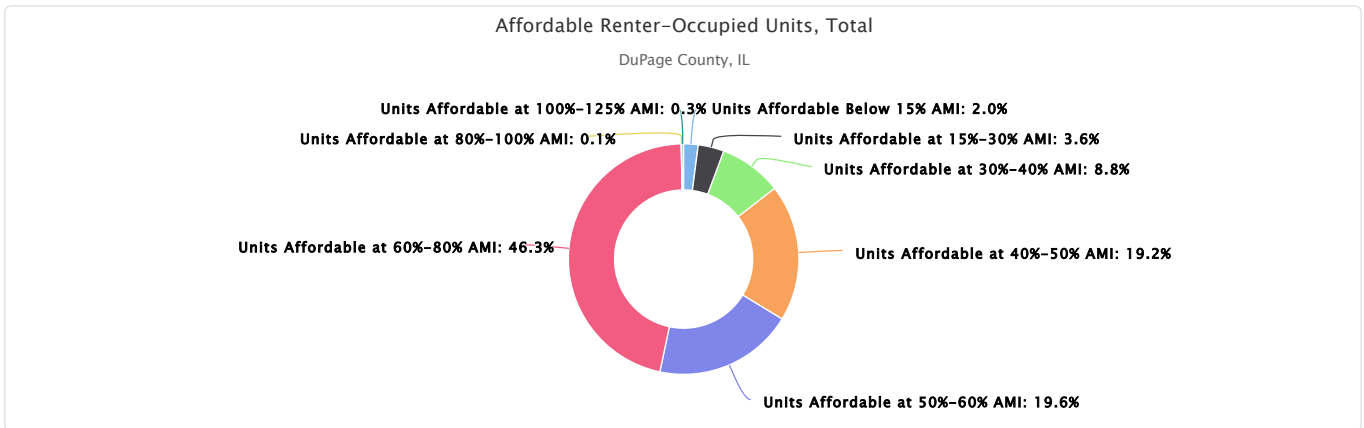
Data Source: US Census Bureau, American Community Survey, 2018-22.



### Affordable Renter-Occupied Units, Total

Report Area	Units Affordable Below 15% AMI	Units Affordable at 15%-30% AMI	Units Affordable at 30%-40% AMI	Units Affordable at 40%-50% AMI	Units Affordable at 50%-60% AMI	Units Affordable at 60%-80% AMI	Units Affordable at 80%-100% AMI	Units Affordable at 100%-125% AMI
DuPage County, IL	1,872.77	3,361.64	8,110.98	17,695.81	18,068.56	42,692.07	75.87	233.31
Illinois	132,204.44	311,828.43	418,630.06	687,680.76	763,598.50	1,235,820.39	676,738.33	617,034.21
United States	12,661,403.42	31,739,428.35	38,240,984.29	61,842,133.71	74,046,296.11	133,595,712.88	110,401,813.07	78,082,598.09

Data Source: US Census Bureau, American Community Survey, 2018-22.

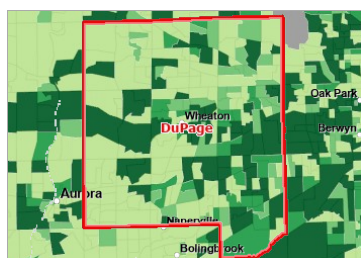


## Household Structure - Older Adults Living Alone

This indicator reports the percentage of households occupied by a single older adult (age 65+). This indicator is important because older adults who live alone are vulnerable populations who may have challenges accessing basic needs, including health needs.

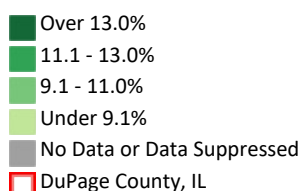
Report Area	Total Occupied Households	Total Households with Seniors (Age 65+)	Households with Seniors Living Alone	Percentage of Total Households	Percentage of Senior Households
DuPage County, IL	348,870	106,445	37,548	10.76%	<b>35.27%</b>
Illinois	4,968,761	1,486,470	601,693	12.11%	40.48%
United States	125,736,353	38,775,247	14,433,125	11.48%	37.22%

Note: This indicator is compared to the state average.  
Data Source: US Census Bureau, American Community Survey, 2018-22.



[View larger map](#)

### Households with Seniors (Age 65+) Living Alone, Percent by Tract, ACS 2018-22



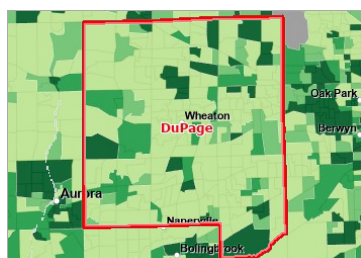
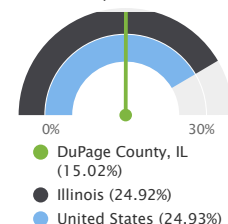
## Household Structure - Single-Parent Households

This indicator reports the percentage of children who live in households where only one parent is present.

Report Area	Population Age 0-17	Children in Single-Parent Households	Percentage of Children in Single-Parent Households
DuPage County, IL	207,080	31,103	<b>15.02%</b>
Illinois	2,815,682	701,765	24.92%
United States	73,025,646	18,206,449	24.93%

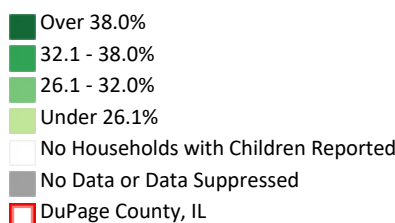
Note: This indicator is compared to the state average.  
Data Source: US Census Bureau, American Community Survey, 2018-22.

Percentage of children that live in a household headed by single parent



[View larger map](#)

### Single Parent Households with Children (Age 0-17), Percent by Tract, ACS 2018-22



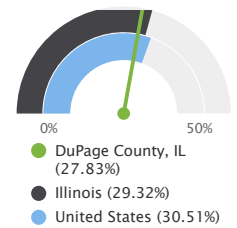
## Housing Costs - Cost Burden (30%)

This indicator reports the percentage of the households where housing costs are 30% or more of total household income. This indicator provides information on the cost of monthly housing expenses for owners and renters. The information offers a measure of housing affordability and excessive shelter costs. The data also serve to aid in the development of housing programs

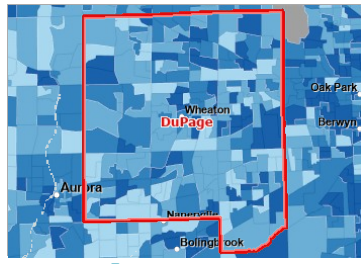
to meet the needs of people at different economic levels. Of the 348,870 total households in the report area, 97,078 or 27.83% of the population live in cost burdened households.

Report Area	Total Households	Cost-Burdened Households	Cost-Burdened Households, Percent
DuPage County, IL	348,870	97,078	27.83%
Illinois	4,968,761	1,456,653	29.32%
United States	125,736,353	38,363,931	30.51%

Percentage of Households where Housing Costs Exceed 30% of Income

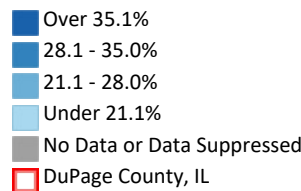


Note: This indicator is compared to the state average.  
Data Source: US Census Bureau, American Community Survey, 2018-22.



[View larger map](#)

Cost Burdened Households (Housing Costs Exceed 30% of Household Income), Percent by Tract, ACS 2018-22

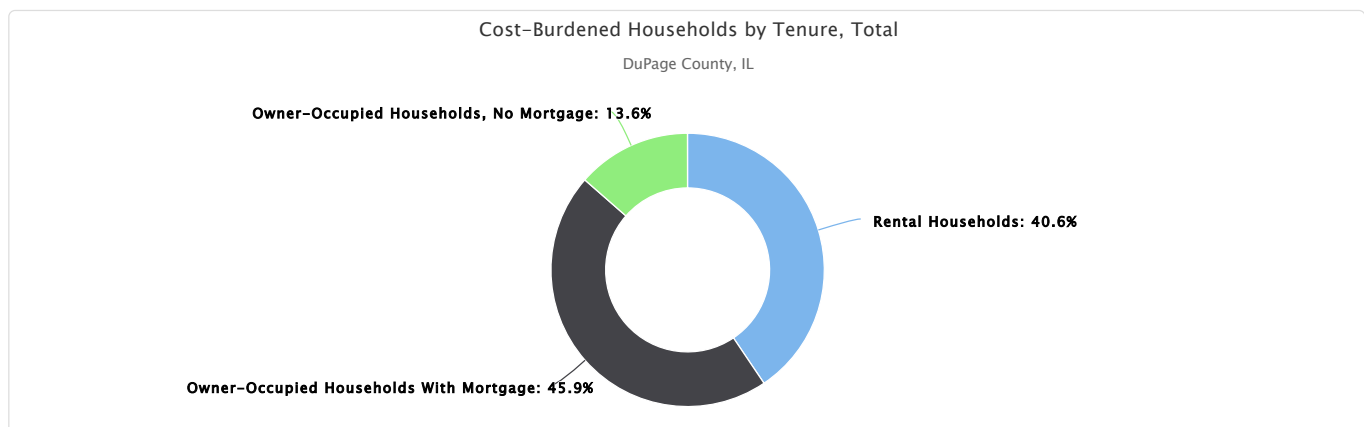


### Cost-Burdened Households by Tenure, Total

These data show the number of households that spend more than 30% of the household income on housing costs. In the report area, there were 97,078 cost burdened households according to the U.S. Census Bureau American Community Survey (ACS) 2018-2022 5-year estimates. The data for this indicator is only reported for households where household housing costs and income earned was identified in the American Community Survey.

Report Area	Cost-Burdened Households	Cost-Burdened Rental Households	Cost-Burdened Owner-Occupied Households w/ Mortgage	Cost-Burdened Owner-Occupied Households w/o Mortgage
DuPage County, IL	97,078	39,381	44,538	13,159
Illinois	1,456,653	727,275	538,732	190,646
United States	38,363,931	20,547,938	13,624,400	4,191,593

Data Source: US Census Bureau, American Community Survey, 2018-22.

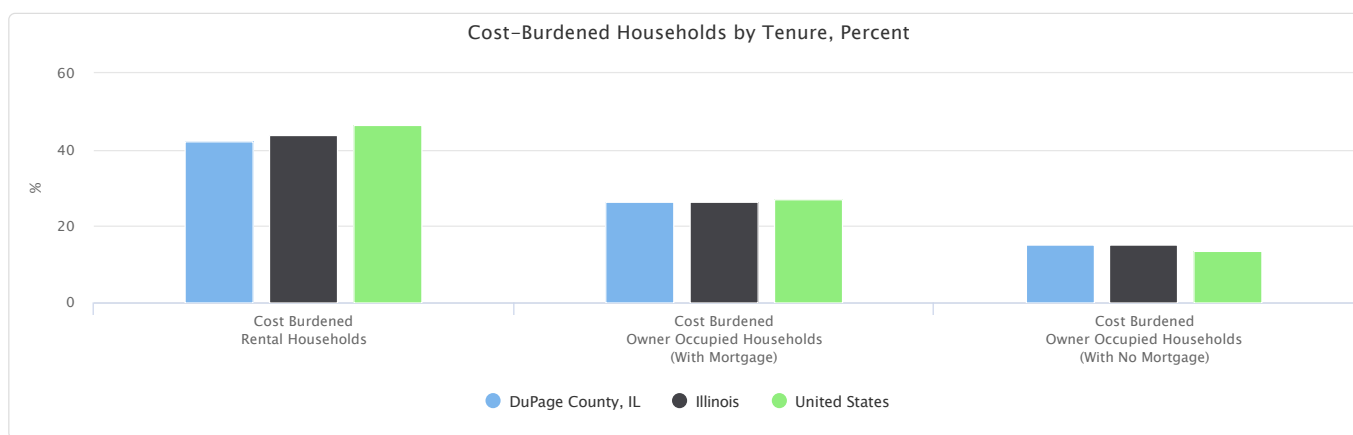


### Cost-Burdened Households by Tenure, Percent

These data show the percentage of households by tenure that are cost burdened. Cost burdened rental households (those that spent more than 30% of the household income on rental costs) represented 42.04% of all of the rental households in the report area, according to the U.S. Census Bureau American Community Survey (ACS) 2018-2022 5-year estimates. The data for this indicator is only reported for households where tenure, household housing costs, and income earned was identified in the American Community Survey.

Report Area	Rental Households	Rental Households Cost-Burdened, Percent	Owner-Occupied Households w/ Mortgage	Owner-Occupied Households w/ Mortgage Cost-Burdened, Percent	Owner-Occupied Households w/o Mortgage	Owner-Occupied Households w/o Mortgage Cost-Burdened, Percent
DuPage County, IL	93,684	42.04%	168,097	26.50%	87,089	15.11%
Illinois	1,655,952	43.92%	2,054,273	26.22%	1,258,536	15.15%
United States	44,238,593	46.45%	50,148,459	27.17%	31,349,301	13.37%

Data Source: US Census Bureau, American Community Survey, 2018-22.



### Housing Costs - Cost Burden, Severe (50%)

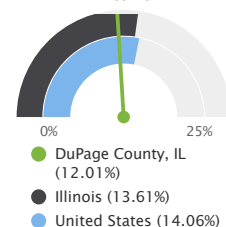
This indicator reports the percentage of the households where housing costs are 50% or more total household income. This indicator provides information on the cost of monthly housing expenses for owners and renters. The information offers a measure of housing affordability and excessive shelter costs. The data also serve to aid in the development of housing programs to meet the needs of people at different economic levels.

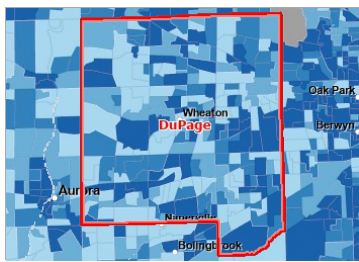
Report Area	Total Households	Severely Burdened Households	Severely Burdened Households, Percent
DuPage County, IL	348,870	41,883	12.01%
Illinois	4,968,761	676,030	13.61%
United States	125,736,353	17,679,129	14.06%

Note: This indicator is compared to the state average.

Data Source: US Census Bureau, American Community Survey, 2018-22.

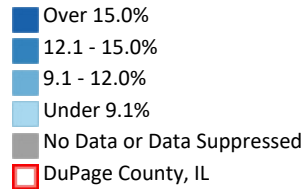
Percentage of Households where Housing Costs Exceed 50% of Income





[View larger map](#)

**Severely Cost Burdened Households (Housing Costs Exceed 50% of Household Income), Percent by Tract, ACS 2018-22**



**Severely Cost-Burdened Households by Tenure, Total**

This data shows the number of households that spend more than 50% of the household income on housing costs. In the report area, there were 41,883 severely cost burdened households according to the U.S. Census Bureau American Community Survey (ACS) 2018-2022 5-year estimates. The data for this indicator is only reported for households where household housing costs and income earned was identified in the American Community Survey.

Report Area	Severely Burdened Households	Severely Burdened Rental Households	Severely Burdened Owner-Occupied Households w/ Mortgage	Severely Burdened Owner-Occupied Households w/o Mortgage
DuPage County, IL	41,883	18,874	17,307	5,702
Illinois	676,030	371,367	214,918	89,745
United States	17,679,129	10,301,618	5,419,588	1,957,923

Data Source: US Census Bureau, American Community Survey, 2018-22.

**Severely Cost-Burdened Households by Tenure, Percent of Severely Burdened Households**

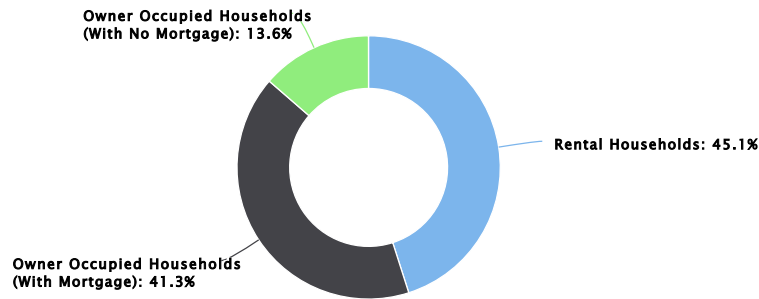
This data shows the percentage of severely cost burdened households that each tenure type represented. Rental households that spent more than 50% of the household income on rental costs represented 45.06% of all of the severely cost burdened households in the report area, according to the U.S. Census Bureau American Community Survey (ACS) 2018-2022 5-year estimates. The data for this indicator is only reported for households where tenure, household housing costs, and income earned was identified in the American Community Survey.

Report Area	Severely Burdened Households	Rental Households, Percent	Owner-Occupied Households w/ Mortgage, Percent	Owner-Occupied Households w/o Mortgage, Percent
DuPage County, IL	41,883	45.06%	41.32%	13.61%
Illinois	676,030	54.93%	31.79%	13.28%
United States	17,679,129	58.27%	30.66%	11.07%

Data Source: US Census Bureau, American Community Survey, 2018-22.

Severely Cost-Burdened Households by Tenure, Percent of Severely Burdened Households

DuPage County, IL



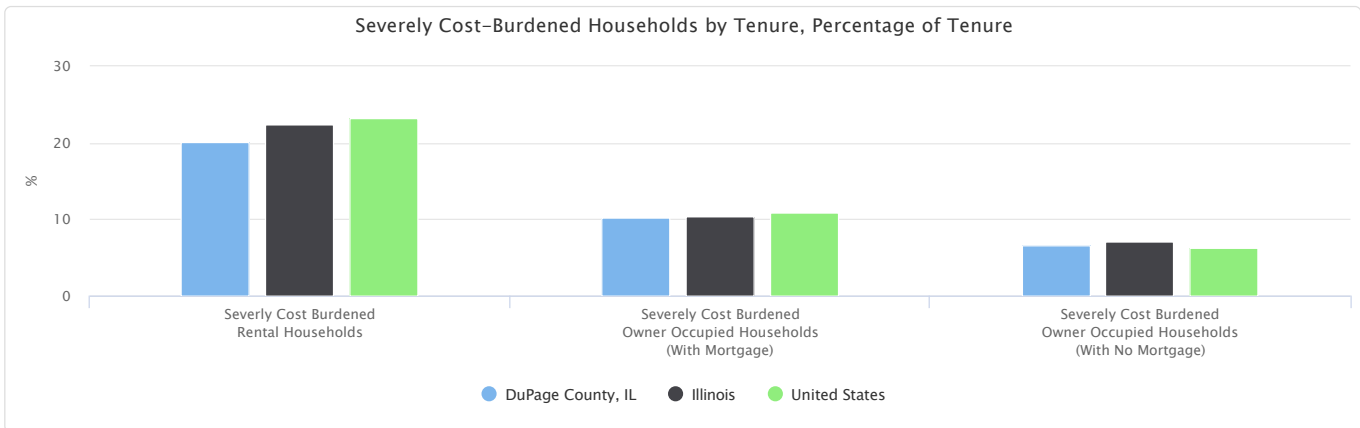
### Severely Cost-Burdened Households by Tenure, Percentage of Tenure

This data shows the percentage of each tenure type that represented severely cost burdened households. Severely cost burdened rental households (those that spent more than 50% of the household income on rental costs) represented 20.15% of all of the rental households in the report area, according to the U.S. Census Bureau American Community Survey (ACS) 2018-2022 5-year estimates. The data for this indicator is only reported for households where tenure, household housing costs, and income earned was identified in the American Community Survey.

Report Area	Rental Households	Rental Households Severely Burdened, Percent	Owner-Occupied Households w/ Mortgage	Owner-Occupied Households w/ Mortgage Severely Burdened, Percent	Owner-Occupied Households w/o Mortgage	Owner-Occupied Households w/o Mortgage Severely Burdened, Percent
DuPage County, IL	93,684	20.15%	168,097	10.30%	87,089	6.55%
Illinois	1,655,952	22.43%	2,054,273	10.46%	1,258,536	7.13%
United States	44,238,593	23.29%	50,148,459	10.81%	31,349,301	6.25%

Data Source: US Census Bureau, American Community Survey, 2018-22.

Severely Cost-Burdened Households by Tenure, Percentage of Tenure

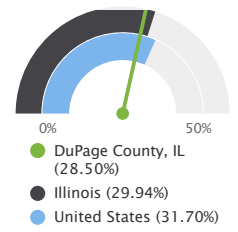


### Housing Quality - Substandard Housing

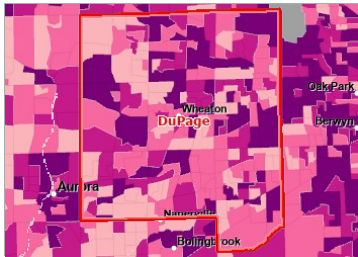
This indicator reports the number and percentage of owner- and renter-occupied housing units having at least one of the following conditions: 1) lacking complete plumbing facilities, 2) lacking complete kitchen facilities, 3) with 1 or more occupants per room, 4) selected monthly owner costs as a percentage of household income greater than 30%, and 5) gross rent as a percentage of household income greater than 30%. Selected conditions provide information in assessing the quality of the housing inventory and its occupants. This data is used to easily identify homes where the quality of living and housing can be considered substandard. Of the 348,870 total occupied housing units in the report area, 99,411 or 28.50% have one or more substandard conditions.

Report Area	Total Occupied Housing Units	Occupied Housing Units with One or More Substandard Conditions	Occupied Housing Units with One or More Substandard Conditions, Percent
DuPage County, IL	348,870	99,411	<b>28.50%</b>
Illinois	4,968,761	1,487,424	29.94%
United States	125,736,353	39,858,044	31.70%

Occupied Housing Units with One or More Substandard Conditions, Percent

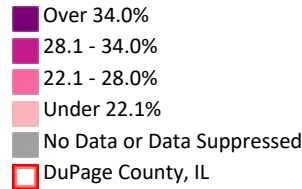


Note: This indicator is compared to the state average.  
 Data Source: US Census Bureau, American Community Survey, 2018-22.



[View larger map](#)

Substandard Housing Units, Percent of Total by Tract, ACS 2018-22

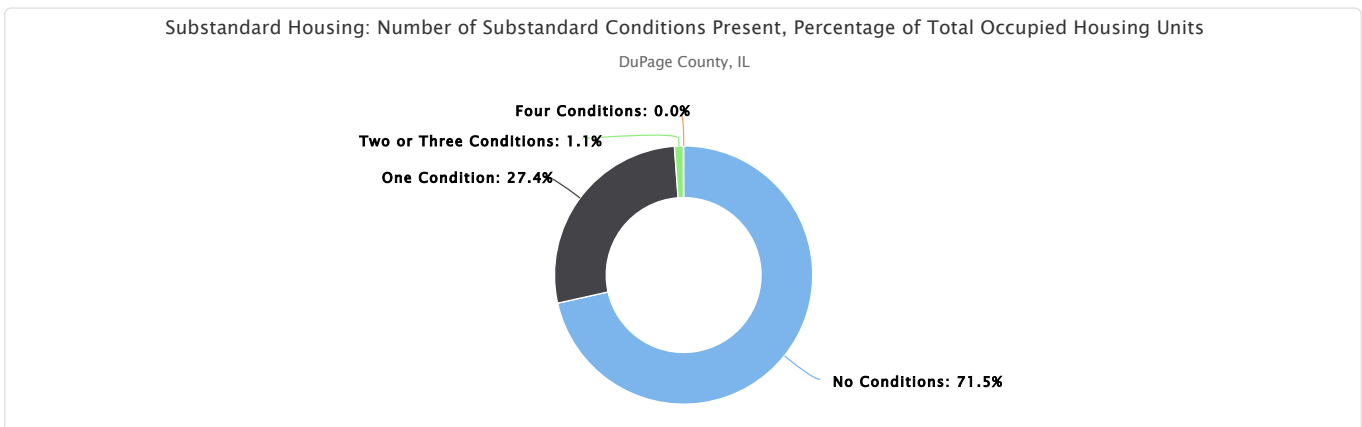


## Substandard Housing: Number of Substandard Conditions Present, Percentage of Total Occupied Housing Units

This indicator reports the percentage of total occupied housing units by number of substandard conditions.

Report Area	No Conditions	One Condition	Two or Three Conditions	Four Conditions
DuPage County, IL	71.50%	27.36%	1.14%	0.00%
Illinois	70.06%	28.65%	1.28%	0.00%
United States	68.30%	29.91%	1.78%	0.01%

Data Source: US Census Bureau, American Community Survey, 2018-22.

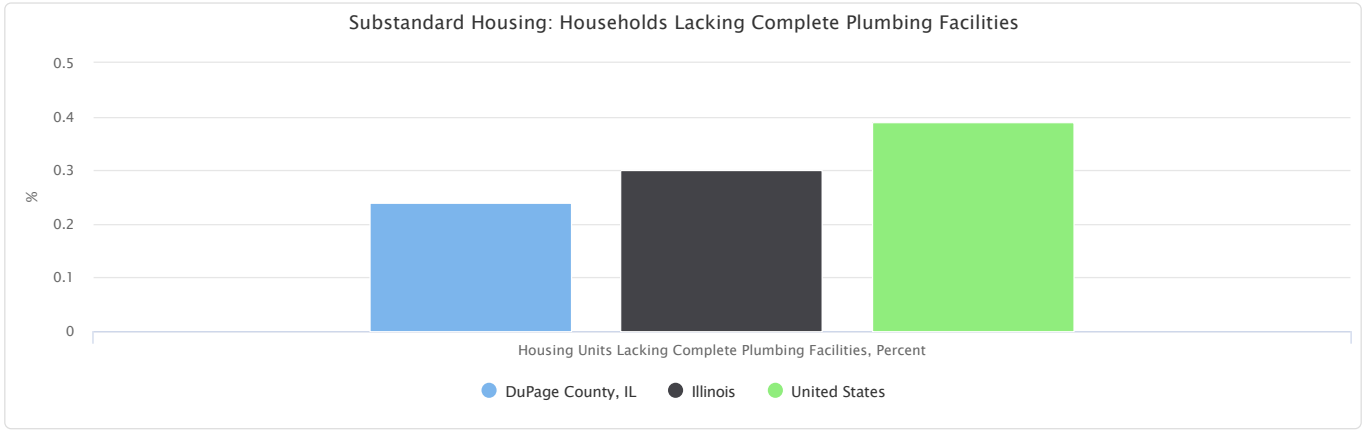


## Substandard Housing: Households Lacking Complete Plumbing Facilities

Complete plumbing facilities include: (a) hot and cold running water, (b) a flush toilet, and (c) a bathtub or shower. All three facilities must be located inside the house, apartment, or mobile home, but not necessarily in the same room. Housing units are classified as lacking complete plumbing facilities when any of the three facilities is not present.

Report Area	Occupied Housing Units	Housing Units Lacking Complete Plumbing Facilities	Housing Units Lacking Complete Plumbing Facilities, Percent
DuPage County, IL	348,870	828	0.24%
Illinois	4,968,761	14,793	0.30%
United States	125,736,353	486,881	0.39%

Data Source: US Census Bureau, American Community Survey, 2018-22.

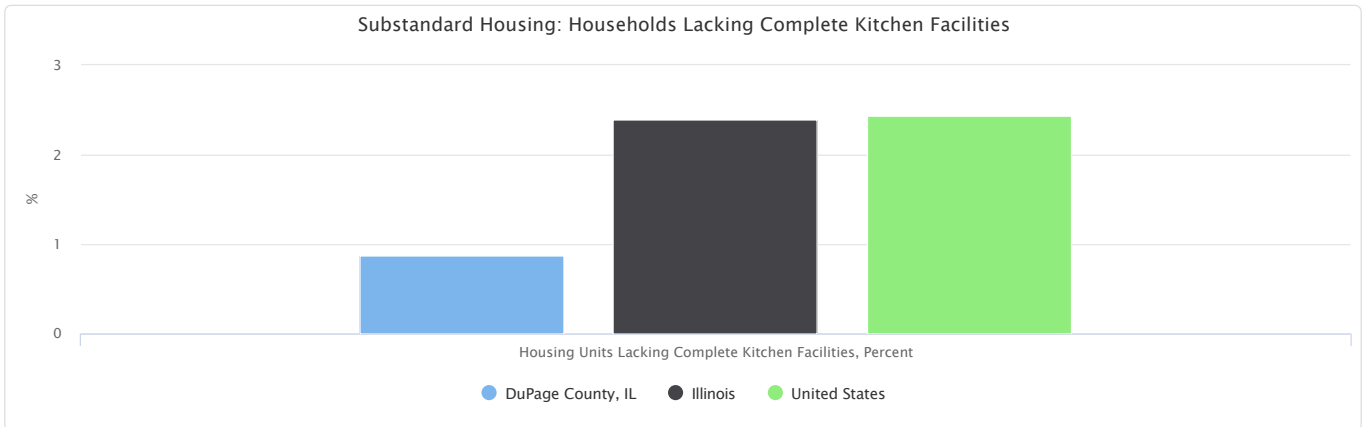


### Substandard Housing: Households Lacking Complete Kitchen Facilities

A unit has complete kitchen facilities when it has all three of the following facilities: (a) a sink with a faucet, (b) a stove or range, and (c) a refrigerator. All kitchen facilities must be located in the house, apartment, or mobile home, but they need not be in the same room. A housing unit having only a microwave or portable heating equipment such as a hot plate or camping stove should not be considered as having complete kitchen facilities. An icebox is not considered to be a refrigerator.

Report Area	Occupied Housing Units	Housing Units Lacking Complete Kitchen Facilities	Housing Units Lacking Complete Kitchen Facilities, Percent
DuPage County, IL	365,347	3,173	0.87%
Illinois	5,427,357	130,433	2.40%
United States	140,943,613	3,439,478	2.44%

Data Source: US Census Bureau, American Community Survey, 2018-22.



### Substandard Housing: Households Lacking Telephone Service

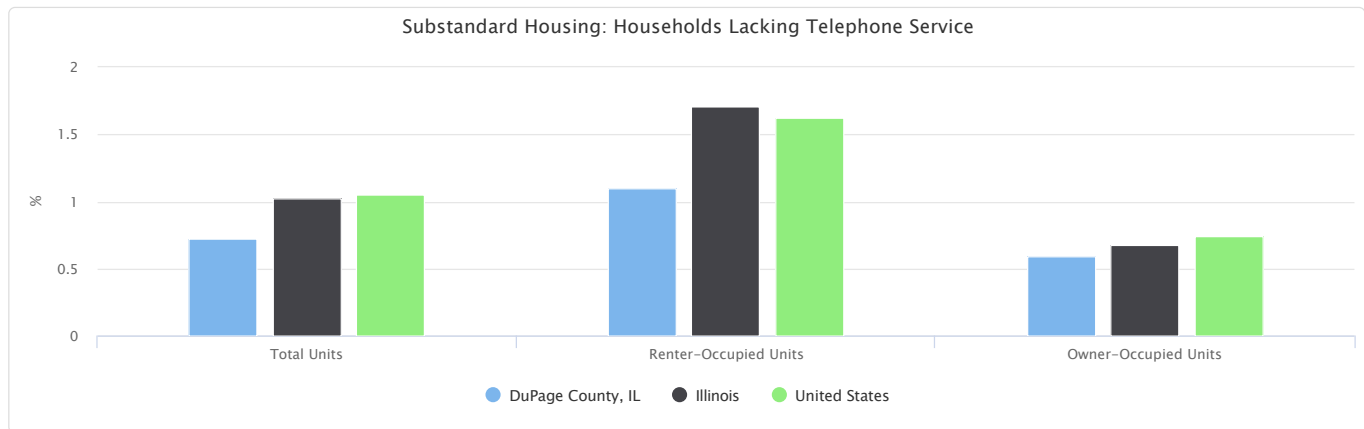
A telephone must be in working order and service available in the house, apartment, or mobile home that allows the respondent



to both make and receive calls. Households that have cell-phones (no land-line) are counted as having telephone service available. Households whose service has been discontinued for nonpayment or other reasons are not counted as having telephone service available.

Report Area	Housing Units Lacking Telephone Service	Housing Units Lacking Telephone Service	Owner-Occupied Units Lacking Telephone Service	Owner-Occupied Units Lacking Telephone Service	Renter-Occupied Units Lacking Telephone Service	Renter-Occupied Units Lacking Telephone Service
DuPage County, IL	2,525	0.72%	1,495	0.59%	1,030	1.10%
Illinois	50,726	1.02%	22,433	0.68%	28,293	1.71%
United States	1,317,528	1.05%	599,679	0.74%	717,849	1.62%

Data Source: US Census Bureau, American Community Survey, 2018-22.

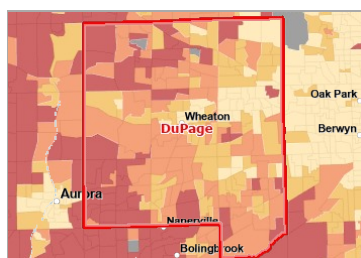


## Housing Stock - Age

This indicator reports, for a given geographic area, the median year in which all housing units (vacant and occupied) were first constructed. The year the structure was built provides information on the age of housing units. These data help identify new housing construction and measures the disappearance of old housing from the inventory, when used in combination with data from previous years. This data also serves to aid in the development of formulas to determine substandard housing and provide assistance in forecasting future services, such as energy consumption and fire protection. There are a total 365,347 housing units in the report area, and the median year built is 1978.

Report Area	Total Housing Units	Median Year Structures Built
DuPage County, IL	365,347	1978
Illinois	5,427,357	1970
United States	140,943,613	1979

Data Source: US Census Bureau, American Community Survey, 2018-22.



[View larger map](#)

### Median Year Structure Built by Tract, ACS 2018-22

- Newer than 1985
- 1976 - 1985
- 1966 - 1975
- Older than 1966
- No Data or Data Suppressed
- DuPage County, IL

## All Housing Units by Age (Time Period Constructed), Total

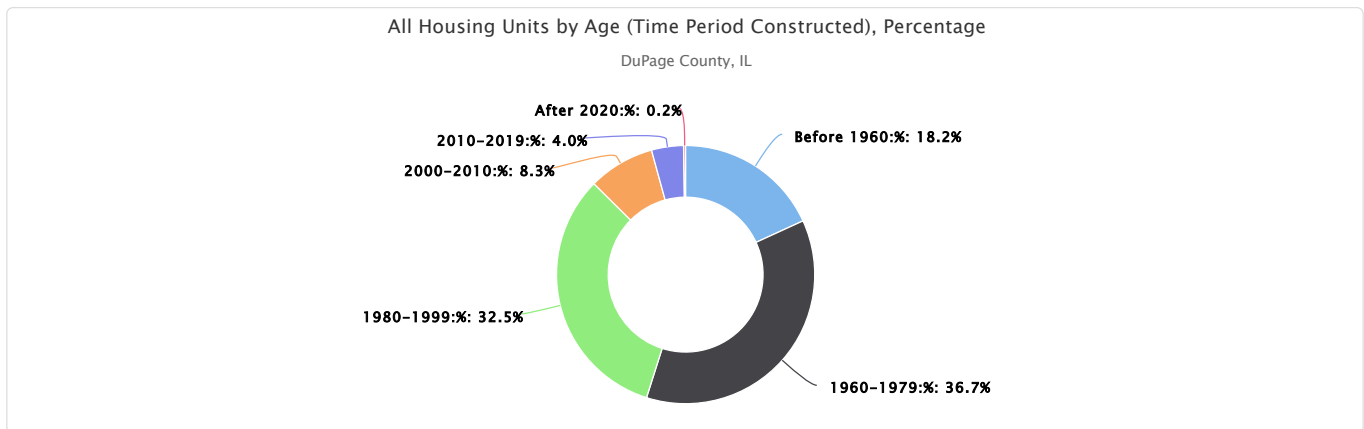
Report Area	Before 1960	1960-1979	1980-1999	2000-2010	2010-2019	After 2020
DuPage County, IL	66,411	134,144	118,849	30,372	14,703	868
Illinois	2,098,504	1,412,749	1,086,367	592,086	226,451	11,200
United States	37,380,530	34,964,964	37,139,637	19,083,462	11,588,494	786,526

Data Source: US Census Bureau, American Community Survey, 2018-22.

## All Housing Units by Age (Time Period Constructed), Percentage

Report Area	Before 1960	1960-1979	1980-1999	2000-2010	2010-2019	After 2020
DuPage County, IL	18.18%	36.72%	32.53%	8.31%	4.02%	0.24%
Illinois	38.67%	26.03%	20.02%	10.91%	4.17%	0.21%
United States	26.52%	24.81%	26.35%	13.54%	8.22%	0.56%

Data Source: US Census Bureau, American Community Survey, 2018-22.



## Owner-Occupied Housing Units by Age, Total

Report Area	Before 1960	1960-1979	1980-1999	2000-2009	2010-2019	After 2020
DuPage County, IL	51,191	91,348	83,572	21,197	7,474	404
Illinois	1,230,198	846,333	695,206	419,997	114,950	6,125
United States	21,113,504	19,274,790	21,764,765	12,447,551	6,400,443	496,707

Data Source: US Census Bureau, American Community Survey, 2018-22.

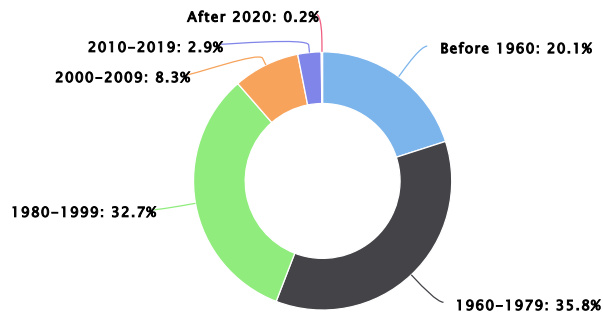
## Owner-Occupied Housing Units by Age, Percentage

Report Area	Before 1960	1960-1979	1980-1999	2000-2009	2010-2019	After 2020
DuPage County, IL	20.06%	35.80%	32.75%	8.31%	2.93%	0.16%
Illinois	37.13%	25.55%	20.99%	12.68%	3.47%	0.18%
United States	25.91%	23.65%	26.71%	15.27%	7.85%	0.61%

Data Source: US Census Bureau, American Community Survey, 2018-22.

### Owner-Occupied Housing Units by Age, Percentage

DuPage County, IL



### Renter-Occupied Housing Units by Age, Total

Report Area	Before 1960	1960-1979	1980-1999	2000-2009	2010-2019	After 2020
DuPage County, IL	12,585	134,144	30,615	7,703	5,648	323
Illinois	648,835	1,412,749	320,689	135,581	90,948	3,655
United States	11,772,248	34,964,964	11,507,471	4,819,574	4,070,660	184,260

Data Source: US Census Bureau, American Community Survey, 2018-22.

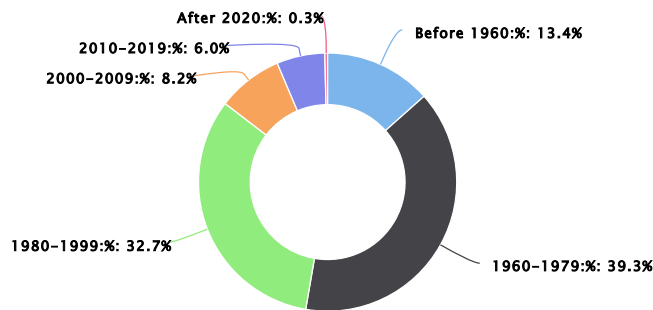
### Renter-Occupied Housing Units by Age, Percentage

Report Area	Before 1960	1960-1979	1980-1999	2000-2009	2010-2019	After 2020
DuPage County, IL	13.43%	39.29%	32.68%	8.22%	6.03%	0.34%
Illinois	39.18%	27.55%	19.37%	8.19%	5.49%	0.22%
United States	26.61%	26.86%	26.01%	10.89%	9.20%	0.42%

Data Source: US Census Bureau, American Community Survey, 2018-22.

### Renter-Occupied Housing Units by Age, Percentage

DuPage County, IL

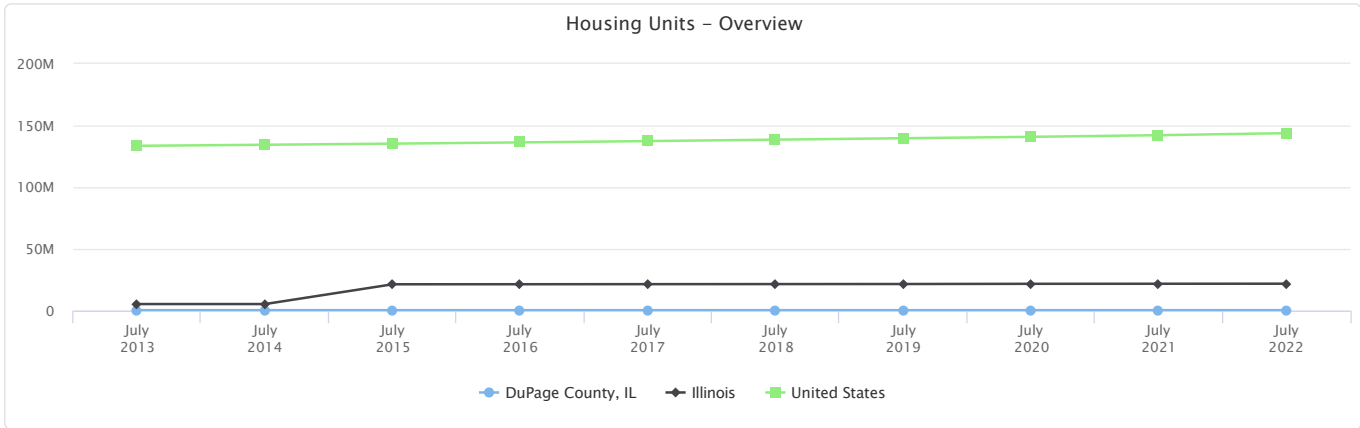


### Housing Units - Overview

The number of housing units within the report area in July of each year from 2013-2022 is shown below. According to the U.S. Census, there were a total of 367,225 housing units in the report area in 2022, an increase of 10,409 (or 2.92%) since 2013 compared to a 310.51% increase statewide.

Report Area	July 2013	July 2014	July 2015	July 2016	July 2017	July 2018	July 2019	July 2020	July 2021	July 2022
DuPage County, IL	356,816	357,558	358,309	359,328	360,124	361,420	362,182	365,134	366,283	367,225
Illinois	5,313,209	5,320,642	21,333,556	21,379,108	21,435,632	21,502,284	21,552,264	21,717,460	21,761,604	21,811,060
United States	133,538,615	134,388,318	135,285,123	136,286,436	137,366,902	138,516,439	139,684,244	140,805,345	142,153,010	143,786,655

Data Source: US Census Bureau, US Census Population Estimates.



## Clinical Care and Prevention

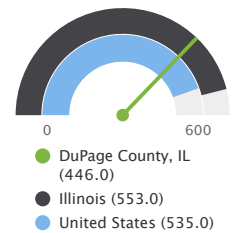
### Hospitalizations - Emergency Room Visits

This indicator reports the number and rate of emergency room (ER) visits among Medicare beneficiaries age 65 and older. This indicator is relevant because emergency room visits are "high intensity" services that can burden on both health care systems and patients. High rates of emergency room visits "may indicate poor care management, inadequate access to care or poor patient choices, resulting in ED visits that could be prevented"<sup>1</sup>.

In the latest reporting period there were 144,045 Medicare beneficiaries in the report area. Beneficiaries had 44,067 emergency room visits, and the rate of visits per 1,000 beneficiaries was 446.0. The ER visit rate in the report area was lower than the state rate of 553.0 during the same time period.

Report Area	Medicare Part A and B Beneficiaries	Emergency Room Visits	Emergency Room Visits, Rate (per 1,000 Beneficiaries)
DuPage County, IL	144,045	44,067	446.0
Illinois	2,116,359	769,525	553.0
United States	58,738,711	17,332,356	535.0

Emergency Room (ER) Visits, Rate per 1,000 Medicare Beneficiaries



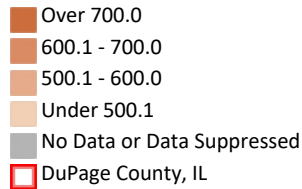
Note: This indicator is compared to the state average.

Data Source: Centers for Medicare and Medicaid Services, CMS - Geographic Variation Public Use File . 2020.



[View larger map](#)

### Emergency Room Visits, ER Visits, Rate per 1,000 Beneficiaries by County, CMS 2020

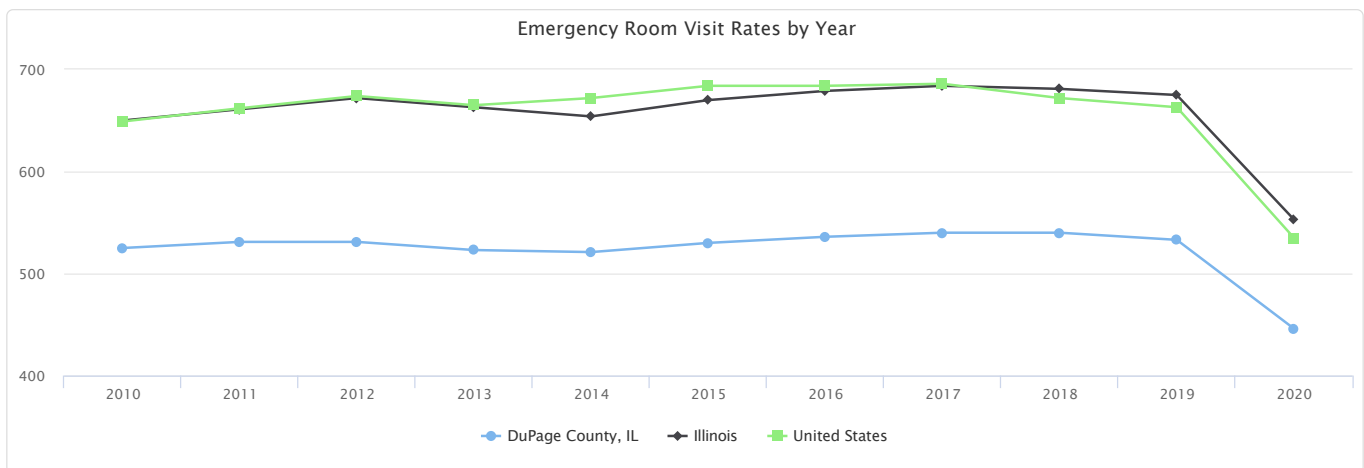


## Emergency Room Visit Rates by Year

The table and chart below display local, state, and national trends in emergency room visit rates per 1,000 Medicare beneficiaries.

Report Area	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
DuPage County, IL	525	531	531	523	521	530	536	540	540	533	446
Illinois	650	661	672	663	654	670	679	684	681	675	553
United States	649	662	674	665	672	684	684	686	672	663	535

Data Source: Centers for Medicare and Medicaid Services, [CMS - Geographic Variation Public Use File](#) . 2020.



## Late or No Prenatal Care

This indicator reports the percentage of women who did not obtain prenatal care until the 7th month (or later) of pregnancy or who didn't have any prenatal care, as of all who gave birth during the three year period from 2017 to 2019. This indicator is relevant because engaging in prenatal care decreases the likelihood of maternal and infant health risks. This indicator can also highlight a lack of access to preventive care, a lack of health knowledge, insufficient provider outreach, and/or social barriers preventing utilization of services.

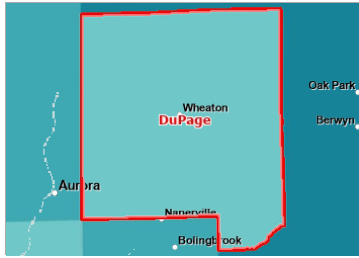
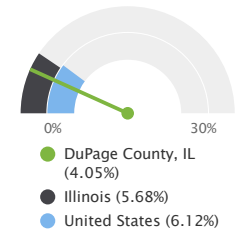
Within the report area, of the total births of 30,623 during 2017 and 2019, births with late or no prenatal care was 1,239 or 4.05%. This is lower than the national average rate of 6.12%.

*Note: Data are suppressed for counties with population less than 100,000 or when the birth counts represent fewer than ten persons.*

Report Area	Total Births	Births with Late/No Care	% of Births with Late/No Care
DuPage County, IL	30,623	1,239	4.05%
Illinois	434,333	24,653	5.68%
United States	11,394,752	697,581	6.12%

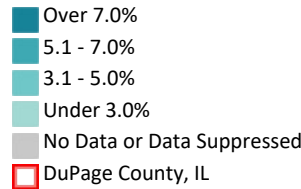
Note: This indicator is compared to the state average.  
 Data Source: Centers for Disease Control and Prevention, CDC - National Vital Statistics System. Accessed via CDC WONDER. Centers for Disease Control and Prevention, Wide-Ranging Online Data for Epidemiologic Research. 2019.

Percentage of Pregnant Women with Late or No Prenatal Care



[View larger map](#)

Mothers with Late or No Prenatal Care, Percent by County, CDC NVSS 2017-19

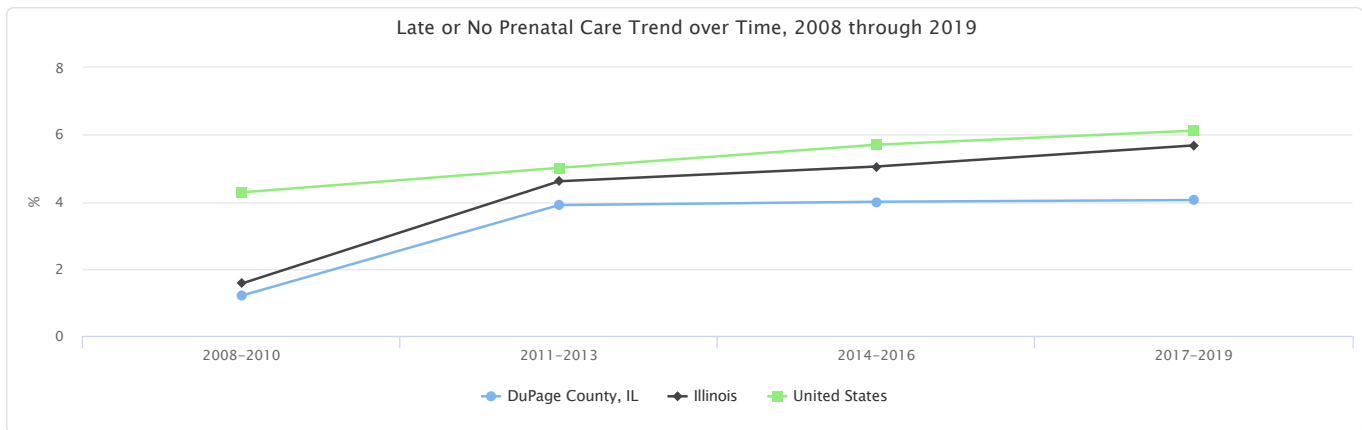


## Late or No Prenatal Care Trend over Time, 2008 through 2019

This indicator reports the 2008 to 2019 three-year period trend of the percentage of women who did not obtain prenatal care until the 7th month (or later) of pregnancy or who didn't have any prenatal care, as of all who gave birth during the relevant time period.

Report Area	2008-2010	2011-2013	2014-2016	2017-2019
DuPage County, IL	1.20%	3.90%	4.00%	4.05%
Illinois	1.56%	4.61%	5.05%	5.68%
United States	4.28%	5.01%	5.70%	6.12%

Data Source: Centers for Disease Control and Prevention, CDC - National Vital Statistics System. Accessed via CDC WONDER. Centers for Disease Control and Prevention, Wide-Ranging Online Data for Epidemiologic Research. 2019.



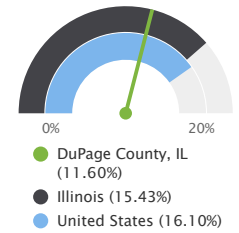
## Health Outcomes

### Poor or Fair Health

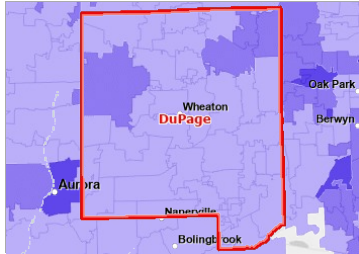
This indicator reports the number and percentage of adults age 18 and older who self-report their general health status as "fair" or "poor." In this report area, the estimated prevalence of fair or poor health among adults aged 18 years and older was 11.60%.

Report Area	Total Population	Adults Age 18+ with Poor or Fair General Health (Crude)	Adults Age 18+ with Poor or Fair General Health (Age-Adjusted)
DuPage County, IL	924,885	11.60%	10.80%
Illinois	12,671,469	15.43%	14.62%
United States	331,893,745	16.10%	15.20%

Percentage of Adults Age 18+ with Poor or Fair General Health

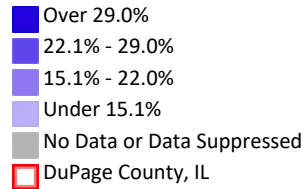


Note: This indicator is compared to the state average.  
Data Source: Centers for Disease Control and Prevention, Behavioral Risk Factor Surveillance System. Accessed via the PLACES Data Portal. 2021.



[View larger map](#)

### Poor or Fair Health, Prevalence Among Adults Age 18+ by ZCTA, CDC BRFSS PLACES Project 2021



## Mortality - Infant Mortality (CDC)

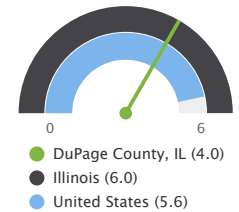
This indicator reports information about infant mortality, which is defined as the number of all infant deaths (within 1 year) per 1,000 live births. Data were from the National Center for Health Statistics - Mortality Files (2014-2020) and are used for the 2023 County Health Rankings.

Within the report area, 289 infants died during the 2014-20 seven year period. This represents 4.0 deaths per 1,000 live births.

Note: Data are suppressed for counties with fewer than 20 infant deaths in the time frame.

Report Area	Number of Infant Deaths	Deaths per 1,000 Live Births
DuPage County, IL	289	4.0
Illinois	6,363	6.0
United States	154,136	5.6

Infant Mortality Rate per 1,000 Births

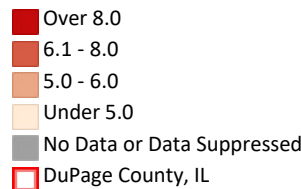


Note: This indicator is compared to the state average.  
Data Source: University of Wisconsin Population Health Institute, County Health Rankings. 2014-2020.



[View larger map](#)

### Infant Mortality, Rate per 1,000 Births by County, CDC NVSS 2014-2020

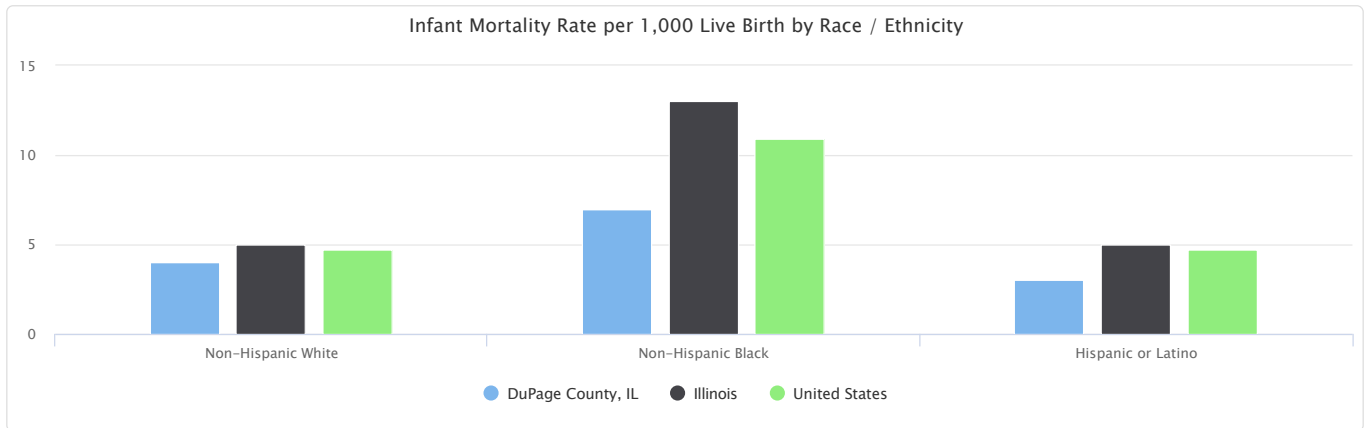


## Infant Mortality Rate per 1,000 Live Birth by Race / Ethnicity

The table reports the 2014-2020 seven-year average infant mortality rates per 1,000 births by race and by Hispanic origin.

Report Area	Non-Hispanic White	Non-Hispanic Black	Hispanic or Latino
DuPage County, IL	4.0	7.0	3.0
Illinois	5.0	13.0	5.0
United States	4.7	10.9	4.7

Data Source: University of Wisconsin Population Health Institute, [County Health Rankings](#). 2014-2020.



## Mortality - Life Expectancy (Census Tract)

This indicator reports the average life expectancy at birth. Life expectancy measures the average number of years from birth a person can expect to live, according to the current mortality experience (age-specific death rates) of the population. Life expectancy takes into account the number of deaths in a given time period and the average number of people at risk of dying during that period, allowing us to compare data across census tracts with different population sizes.

Within the report area, the average life expectancy at birth is 81.33 of the total population.

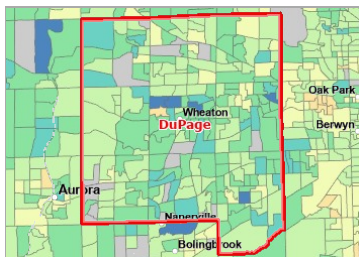
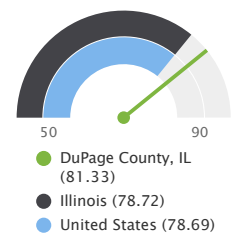
Note: Data are suppressed for areas with fewer than 5,000 total population (pooled) during the study period.

Report Area	Total Population (2010-2015)	Life Expectancy at Birth (2010-2015)
DuPage County, IL	930,412	<b>81.33</b>
Illinois	12,873,761	78.72
United States	320,098,094	78.69

Note: This indicator is compared to the state average.

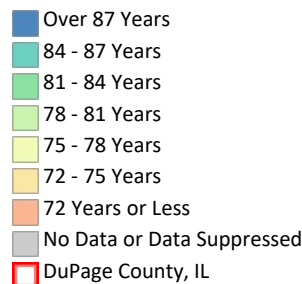
Data Source: Centers for Disease Control and Prevention and the National Center for Health Statistics, [U.S. Small-Area Life Expectancy Estimates Project](#). 2010-15.

Life Expectancy at Birth, 2010-2015



[View larger map](#)

### Life Expectancy At Birth, Years by Tract, CDC NCHS 2010-15



## Life Expectancy (2010-2015) - Geographic Disparity

The tables and charts below display summary measures describing the distribution of life expectancy values within the report

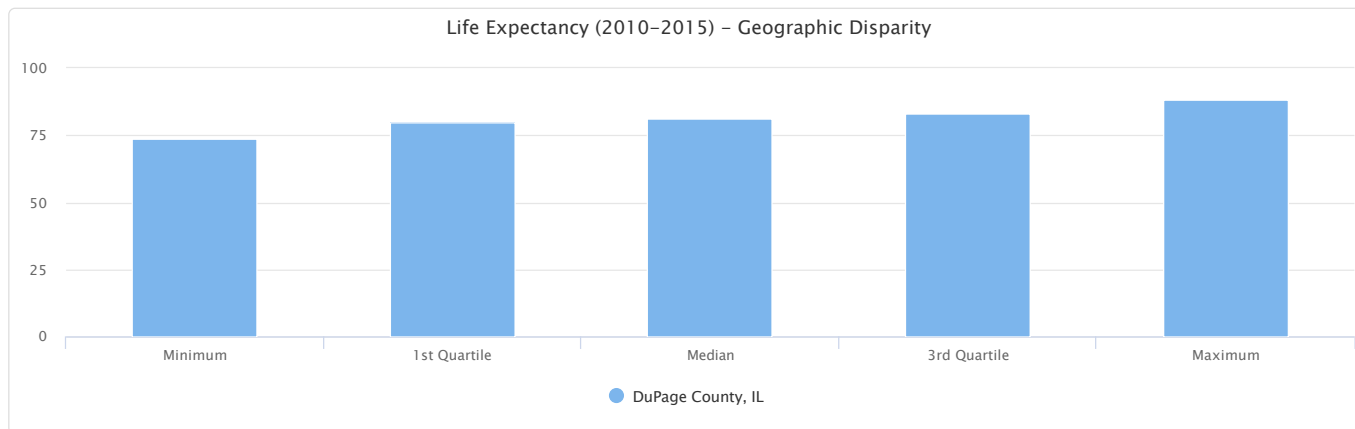


area, including the range (maximum - minimum) and variance. Variance measures include the standard and weighted variance. Weighted variance takes into consideration the population of the neighborhoods/census tracts in determining the spread or values.

*Note: No data are provided for counties with fewer than 2 valid data points in the report area.*

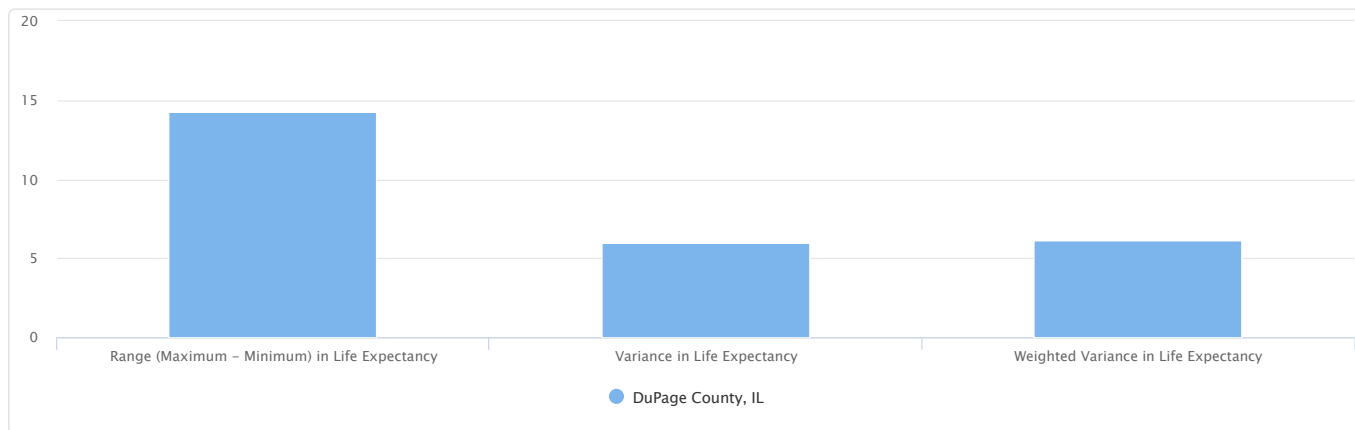
Report Area	Minimum	1st Quartile	Median	3rd Quartile	Maximum
DuPage County, IL	73.90	79.70	81.20	82.90	88.20

*Data Source: Centers for Disease Control and Prevention and the National Center for Health Statistics, U.S. Small-Area Life Expectancy Estimates Project. 2010-15.*



Report Area	Range (Maximum - Minimum) in Life Expectancy	Variance in Life Expectancy	Weighted Variance in Life Expectancy
DuPage County, IL	14.3	6.0	6.1

*Data Source: Centers for Disease Control and Prevention and the National Center for Health Statistics, U.S. Small-Area Life Expectancy Estimates Project. 2010-15.*

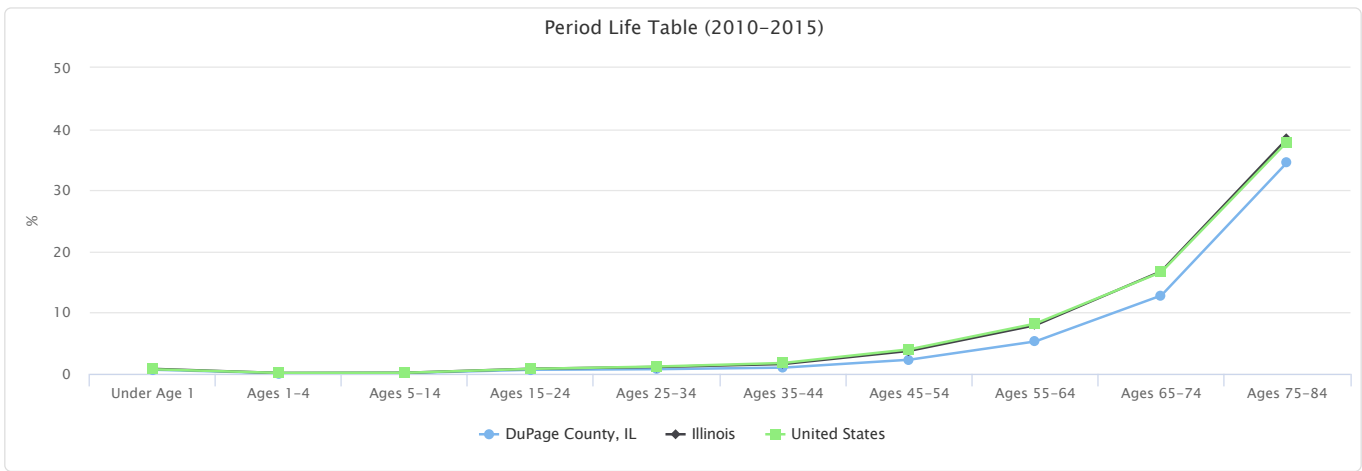


## Period Life Table (2010-2015)

This indicator reports the probability of dying between the ages referenced in each category (among the population living to the first age in the reference category). For example, the data in column **Ages 1-4** expresses the probability of dying between one and four years of age. Data values are expressed as a percentage.

Report Area	Under Age 1	Ages 1-4	Ages 5-14	Ages 15-24	Ages 25-34	Ages 35-44	Ages 45-54	Ages 55-64	Ages 65-74	Ages 75-84
DuPage County, IL	0.67%	0.10%	0.13%	0.66%	0.76%	1.01%	2.30%	5.29%	12.80%	34.59%
Illinois	0.81%	0.14%	0.17%	0.83%	1.12%	1.60%	3.75%	7.94%	16.76%	38.45%
United States	0.74%	0.15%	0.17%	0.81%	1.19%	1.77%	4.00%	8.20%	16.63%	37.96%

*Data Source: Centers for Disease Control and Prevention and the National Center for Health Statistics, U.S. Small-Area Life Expectancy Estimates Project. 2010-15.*



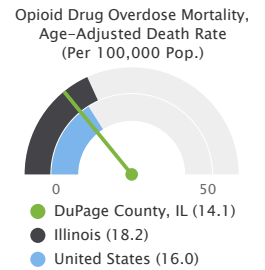
## Mortality - Opioid Overdose

This indicator reports the 2016-2020 five-year average rate of death due to opioid drug overdose per 100,000 population. Figures are reported as crude rates, and as rates age-adjusted to year 2000 standard. Rates are resummarized for report areas from county level data, only where data is available. This indicator is relevant because opioid drug overdose is the leading cause of injury deaths in the United States, and they have increased dramatically in recent years.

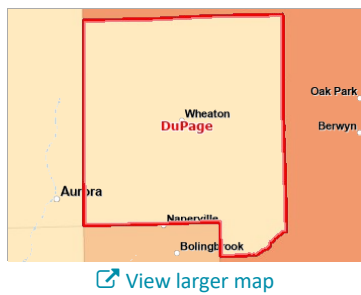
Within the report area, there are a total of 618 deaths due to opioid overdose. This represents an age-adjusted death rate of 14.1 per every 100,000 total population.

*Note: Data are suppressed for counties with fewer than 20 deaths in the time frame.*

Report Area	Total Population, 2016-2020 Average	Five Year Total Deaths, 2016-2020 Total	Crude Death Rate (Per 100,000 Population)	Age-Adjusted Death Rate (Per 100,000 Population)
DuPage County, IL	925,697	618	13.3	<b>14.1</b>
Illinois	12,720,799	11,559	18.2	18.2
United States	326,747,554	256,428	15.7	16.0



*Note: This indicator is compared to the state average.  
Data Source: Centers for Disease Control and Prevention, CDC - National Vital Statistics System. Accessed via CDC WONDER. 2016-2020.*



**Opioid Overdose Mortality, Age Adj. Rate (Per 100,000 Pop.) by County, CDC NVSS 2016-20**

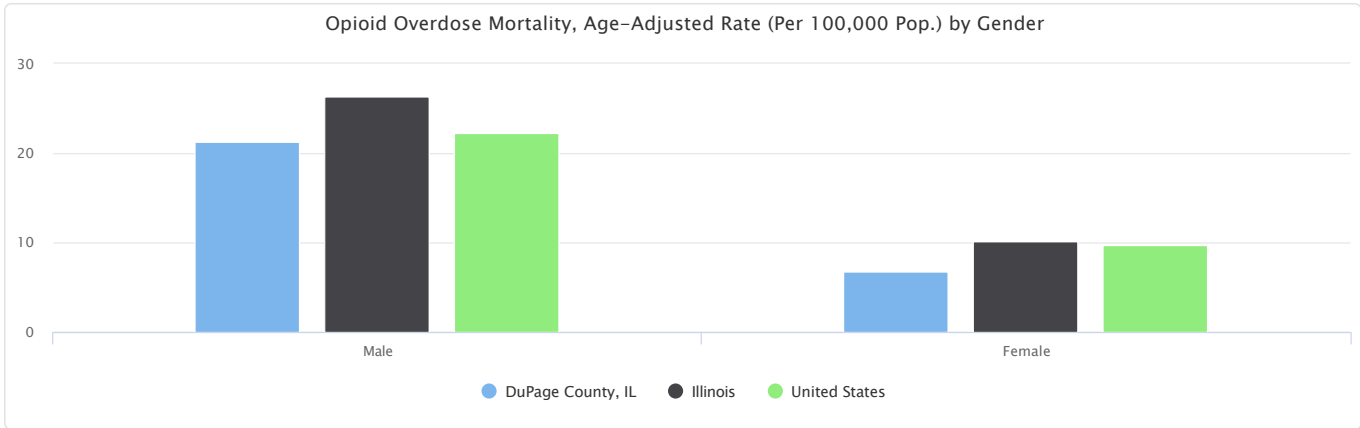
- Over 40.0
- 20.1 - 40.0
- 15.1 - 20.0
- 10.1 - 15.0
- Under 10.1
- No Data or Data Suppressed
- DuPage County, IL

## Opioid Overdose Mortality, Age-Adjusted Rate (Per 100,000 Pop.) by Gender

This indicator reports the age-adjusted rate of death due to opioid overdose per 100,000 people by gender. The percentage values could be interpreted as, for example, "Of all the males within the report area, the age-adjusted rate of death due to opioid overdose is (value) per 100,000 males."

Report Area	Male	Female
DuPage County, IL	21.2	6.8
Illinois	26.3	10.2
United States	22.2	9.7

Data Source: Centers for Disease Control and Prevention, CDC - National Vital Statistics System. Accessed via CDC WONDER. 2016-2020.

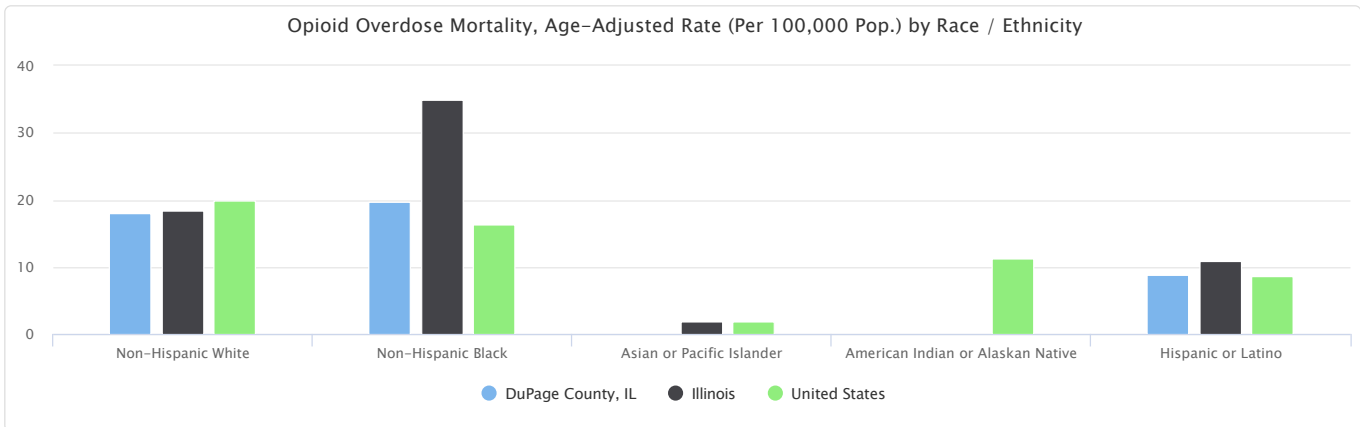


### Opioid Overdose Mortality, Age-Adjusted Rate (Per 100,000 Pop.) by Race / Ethnicity

This indicator reports the age-adjusted rate of death due to opioid overdose per 100,000 people by race and Hispanic origin. The percentage values could be interpreted as, for example, "Of all the non-Hispanic white population within the report area, the age-adjusted rate of death due to opioid overdose is (value) per 100,000."

Report Area	Non-Hispanic White	Non-Hispanic Black	Asian or Pacific Islander	American Indian or Alaskan Native	Hispanic or Latino
DuPage County, IL	18.0	19.7	No data	No data	8.8
Illinois	18.4	34.9	1.8	No data	10.9
United States	20.0	16.3	1.9	11.3	8.6

Data Source: Centers for Disease Control and Prevention, CDC - National Vital Statistics System. Accessed via CDC WONDER. 2016-2020.



### Mortality - Firearm

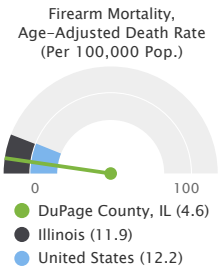
This indicator reports the 2016-2020 five-year average rate of death due to firearm wounds per 100,000 population, which includes gunshot wounds from powder-charged handguns, shotguns, and rifles. Figures are reported as crude rates, and as rates age-adjusted to year 2000 standard. This indicator is relevant because firearm deaths are preventable and they are a cause of premature death.

Within the report area, there are a total of 215 deaths due to firearm wounds. This represents an age-adjusted death rate of 4.6

per every 100,000 total population.

Note: Data are suppressed for counties with fewer than 20 deaths in the time frame.

Report Area	Total Population, 2016-2020 Average	Five Year Total Deaths, 2016-2020 Total	Crude Death Rate (Per 100,000 Population)	Age-Adjusted Death Rate (Per 100,000 Population)
DuPage County, IL	925,697	215	4.7	4.6
Illinois	12,720,799	7,527	11.8	11.9
United States	326,747,554	203,100	12.4	12.2

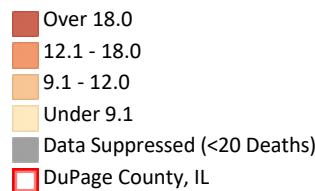


Note: This indicator is compared to the state average.  
Data Source: Centers for Disease Control and Prevention, CDC - National Vital Statistics System. Accessed via CDC WONDER. 2016-2020.



[View larger map](#)

#### Firearm-related Injury Mortality, Age Adj. Rate (Per 100,000 Pop.) by County, CDC NVSS 2016-20



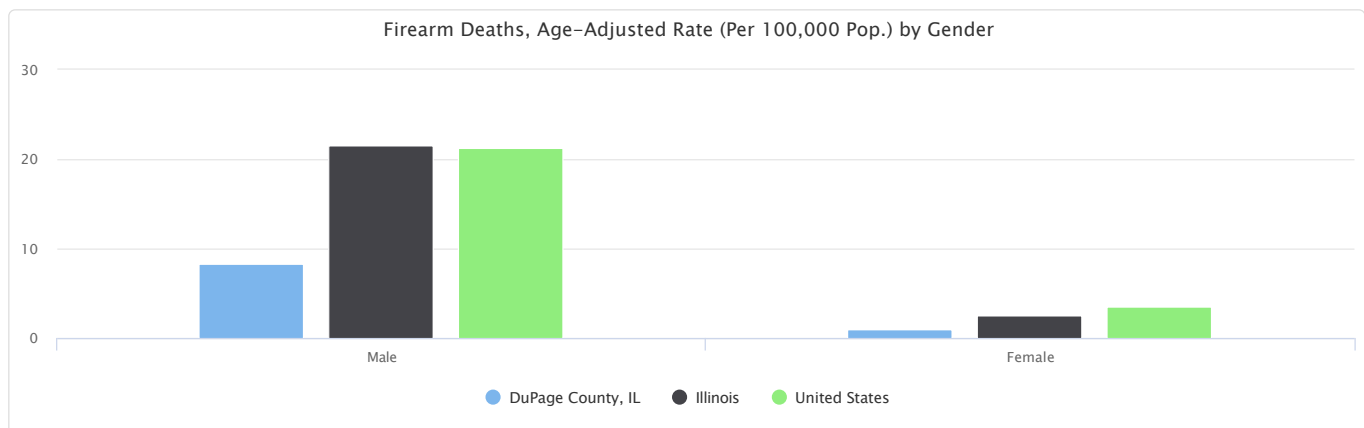
#### Firearm Deaths, Age-Adjusted Rate (Per 100,000 Pop.) by Gender

This indicator reports the age-adjusted rate of death due to firearm per 100,000 people by gender.

The percentage values could be interpreted as, for example, "Of all the males within the report area, the age-adjusted rate of death due to firearm is (value) per 100,000 males."

Report Area	Male	Female
DuPage County, IL	8.3	1.0
Illinois	21.5	2.5
United States	21.3	3.5

Data Source: Centers for Disease Control and Prevention, CDC - National Vital Statistics System. Accessed via CDC WONDER. 2016-2020.



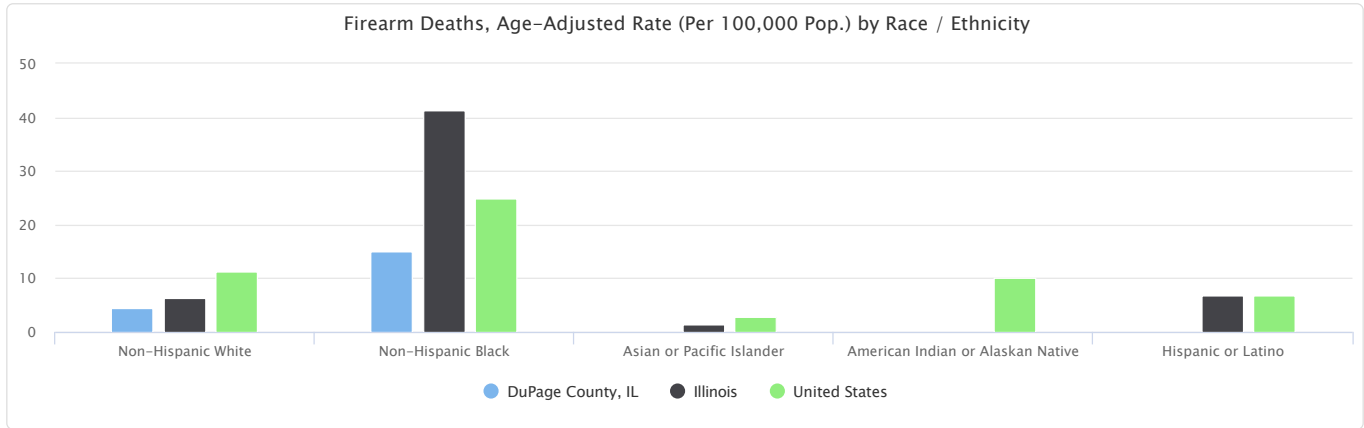
#### Firearm Deaths, Age-Adjusted Rate (Per 100,000 Pop.) by Race / Ethnicity

This indicator reports the age-adjusted rate of death due to firearm per 100,000 people by race and Hispanic origin.

The percentage values could be interpreted as, for example, "Of all the non-Hispanic white population within the report area, the age-adjusted rate of death due to firearm is (value) per 100,000."

Report Area	Non-Hispanic White	Non-Hispanic Black	Asian or Pacific Islander	American Indian or Alaskan Native	Hispanic or Latino
DuPage County, IL	4.5	15.1	No data	No data	No data
Illinois	6.4	41.2	1.3	No data	6.7
United States	11.3	24.8	2.9	10.0	6.8

Data Source: Centers for Disease Control and Prevention, CDC - National Vital Statistics System. Accessed via CDC WONDER. 2016-2020.



## Poor Mental Health

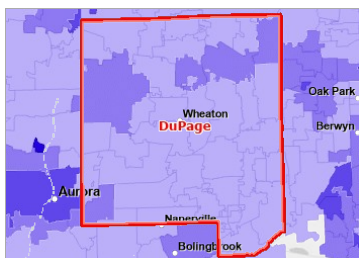
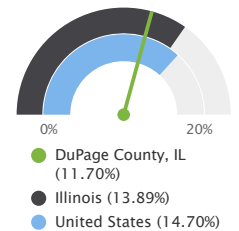
This indicator reports the percentage of adults age 18 and older who report 14 or more days during the past 30 days during which their mental health was not good.

Within the report area, there were 11.70% of adults 18 and older who reported poor mental health in the past month of the total population age 18 and older.

Report Area	Total Population	Adults Age 18+ with Poor Mental Health (Crude)	Adults Age 18+ with Poor Mental Health (Age-Adjusted)
DuPage County, IL	924,885	11.70%	12.30%
Illinois	12,671,469	13.89%	14.44%
United States	331,893,745	14.70%	15.20%

Note: This indicator is compared to the state average.  
Data Source: Centers for Disease Control and Prevention, Behavioral Risk Factor Surveillance System. Accessed via the PLACES Data Portal. 2021.

Percentage of Adults Age 18+ with Poor Mental Health



[View larger map](#)

### Poor Mental Health, Prevalence Among Adults Age 18+ by ZCTA, CDC BRFSS PLACES Project 2021

- Over 18.0%
- 16.1 - 18.0%
- 14.1 - 16.0%
- Under 14.1%
- No Data or Data Suppressed
- DuPage County, IL

## Healthcare Workforce

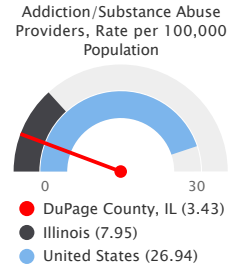
### Access to Care - Addiction/Substance Abuse Providers

This indicator reports the number of providers who specialize in addiction or substance abuse treatment, rehabilitation,

addiction medicine, or providing methadone. The providers include Doctors of Medicine (MDs), Doctor of Osteopathic Medicine (DOs), and other credentialed professionals with a Center for Medicare and Medicaid Services (CMS) and a valid National Provider Identifier (NPI). The number of facilities that specialize in addiction and substance abuse treatment are also listed (but are not included in the calculated rate). Data are from latest Centers for Medicare and Medicaid Services (CMS) National Plan and Provider Enumeration System (NPPES) Downloadable File.

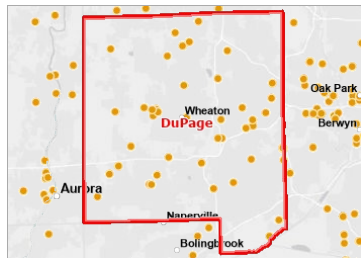
Within the report area there are 32 providers who specialize in addiction or substance abuse. This represents 3.43 providers per 100,000 total population.

Report Area	Total Population (2020)	Number of Facilities	Number of Providers	Providers, Rate per 100,000 Population
DuPage County, IL	932,877	29	32	<b>3.43</b>
Illinois	12,812,508	586	1,018	7.95
United States	334,735,155	17,863	90,163	26.94



Note: This indicator is compared to the state average.

Data Source: Centers for Medicare and Medicaid Services, CMS - National Plan and Provider Enumeration System (NPPES), February 2024.



[View larger map](#)

#### Addiction/Substance Abuse Providers, CMS NPPES February 2024

- Addiction/Substance Abuse Providers, CMS NPPES February 2024
- DuPage County, IL

### Addiction/Substance Abuse Providers

The table below lists providers in the report area that specialize in addiction/substance use treatment. Please note that the number of records returned is limited to 25. To view all records, please enter the map.

Provider	Address	City	State	ZIP Code	Phone Number	Provider Type (Primary)	Provider Type (Secondary)
YVONNE ANDERSON, LCSW, CADC, MISA II	2625 BUTTERFIELD RD	OAK BROOK	IL	60523-1234	(630)5742010	No data	None Listed
DEREK CHAKOS	358 GLENWOOD DR APT 201	BLOOMINGDALE	OH	60108-0108	(708)5953086	Addiction (Substance Use Disorder)	None Listed
JENNIFER HUICOCHEA	115 N COUNTY FARM RD	WHEATON	IL	60187-3977	(224)4607583	No data	None Listed
THERESA HEIN, CADC	1601 BOND ST	NAPERVILLE	IL	60563-0113	(630)2619220	Addiction (Substance Use Disorder)	None Listed
ELIZABETH BOYLES	831 61ST ST	DOWNERS GROVE	IL	60516-1970	(419)3459262	No data	None Listed
LUCIANA LORUSSO	30W450 LYSLE RD	WAYNE	IL	60184-2400	(630)7238288	No data	None Listed
JOHNNIE JASPER	CENTRAL PUBLIC HEALTH CENTER (CPHC)	WHEATON	IL	60187-0187	(630)6271700	No data	None Listed
CAROL HARMAN, CADC	183 N YORK ST	ELMHURST	IL	60126-2717	(630)9414577	Addiction (Substance Use Disorder)	None Listed

Provider	Address	City	State	ZIP Code	Phone Number	Provider Type (Primary)	Provider Type (Secondary)
CYNTHIA KOEPPEN, RN	27W281 WINFIELD RD	WINFIELD	IL	60190-0190	(630)2211400	Addiction (Substance Use Disorder)	None Listed
SARAH SNIDER, LPC, CADC	143 HEATHER GLEN DRIVE	AURORA	IL	60504-6685	(630)9213838	Addiction (Substance Use Disorder)	None Listed
MEREDITH SONETZ, MA, LCPC, CADC	3333 WARRENVILLE RD	LISLE	IL	60532-1157	(312)8908060	Addiction (Substance Use Disorder)	Mental Health
MARY GANNON, M.D.,C.A.D.C.	2625 BUTTERFIELD RD	OAK BROOK	IL	60523-1234	(630)9814886	Addiction Medicine	None Listed
ALEXANDER ZUBENKO, LCPC	4699 AUVERGNE AVE	LISLE	IL	60532-1911	(630)9605860	Addiction (Substance Use Disorder)	None Listed
CAMILA PATINO	111 N COUNTY FARM RD	WHEATON	IL	60187-3977	(630)6827400	No data	None Listed
CHE-LUN YEH, LCPC, CADC	1354 S FINLEY RD	LOMBARD	IL	60148-4334	(312)6181067	Addiction (Substance Use Disorder)	None Listed
BRADLEY WAITE	111 N COUNTY FARM RD	WHEATON	IL	60187-3977	(630)6827400	No data	None Listed
MAUREEN O'CONNELL, MS, LCPC, CADC	1482 FAIRWAY DR	NAPERVILLE	IL	60563-9164	(708)2754725	Addiction (Substance Use Disorder)	Professional
ANDREA BROWNE	111 N COUNTY FARM RD	WHEATON	IL	60187-3977	(813)4923541	No data	None Listed
JUDITH GARRISON, RN-BC, CADC	113 E VAN BUREN AVE	NAPERVILLE	IL	60540-4947	(630)8658616	Addiction (Substance Use Disorder)	None Listed
ROBERT LEW	115 N COUNTY FARM RD	WHEATON	IL	60187-3977	(630)6271700	No data	None Listed
DAWN VALDES, MHS,CADC,LCPC	15 SPINNING WHEEL RD	HINSDALE	IL	60521-2914	(630)3258252	Addiction (Substance Use Disorder)	None Listed
LEA MINALGA, CADC	1S224 SUMMIT AVE	OAKBROOK TERRACE	IL	60181-3983	(630)2619220	Addiction (Substance Use Disorder)	None Listed
JUDITH FAWELL, LPC, CADC	139 FAIRFIELD LN	CAROL STREAM	IL	60188-3063	(312)3035015	Addiction (Substance Use Disorder)	None Listed
DIANA FOX, LCPC	7 SALT CREEK LN	HINSDALE	IL	60521-2927	(630)8502120	Addiction (Substance Use Disorder)	None Listed
LISA CHASE	1506 E ROOSEVELT RD	WHEATON	IL	60187-6806	(630)2211400	No data	None Listed

Data Source: Centers for Medicare and Medicaid Services, CMS - National Plan and Provider Enumeration System (NPPES). February 2024.

## Addiction/Substance Abuse Facilities

The table below lists providers in the report area that specialize in addiction/substance use treatment. Please note that the number of records returned is limited to 25. To view all records, please enter the map.

Organization	Address	City	State	ZIP Code	Phone Number	Provider Type (Primary)	Provider Type (Secondary)
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Organization	Address	City	State	ZIP Code	Phone Number	Provider Type (Primary)	Provider Type (Secondary)
COUNTY OF DUPAGE DEPARTMENT OF HEALTH	1111 E JACKSON ST	LOMBARD	IL	60148-3709	(630)6827400	No data	None Listed
JAI S CHEN MDSC	541 DEVON DR	BURR RIDGE	IL	60527-8314	(630)6542290	Addiction Psychiatry	None Listed
BEHAVIORAL SERVICES CENTER	2021 MIDWEST RD STE 200	OAK BROOK	IL	60523-1370	(847)6738577	Rehabilitation, Substance Use Disorder	Case Management
COUNTY OF DUPAGE DEPARTMENT OF HEALTH	111 N COUNTY FARM RD	WHEATON	IL	60187-3977	(630)6827400	No data	None Listed
ACHIEVE RECOVERY AND REHAB, INC.	360 W BUTTERFIELD RD	ELMHURST	IL	60126-5068	(773)2863883	Rehabilitation, Substance Use Disorder	None Listed
CHALLENGE HEALTHCARE	15 SPINNING WHEEL ROAD	HINSDALE	IL	60521-2914	(630)3258252	No data	None Listed
CLNM LTD	128 W VALLETTE ST	ELMHURST	IL	60126-4451	(630)7428271	Addiction (Substance Use Disorder)	None Listed
ASSOCIATES IN BEHAVIORAL HEALTH CARE	910 LAKE ST STE 102	ROSELLE	IL	60172-3384	(847)7914384	No data	None Listed
RUSH UNIVERSITY MEDICAL CENTER	2001 BUTTERFIELD RD	DOWNERS GROVE	IL	60515-1050	(312)5633623	Rehabilitation, Substance Use Disorder	None Listed
GATEWAY FOUNDATION, INC.	3040 FINLEY RD	DOWNERS GROVE	IL	60515-5713	(877)3816538	No data	None Listed
SOFT LANDING RECOVERY	1601 BOND ST	NAPERVILLE	IL	60563-0113	(630)2619220	Addiction (Substance Use Disorder)	None Listed
CORNELL COMPANIES	11S250 KINGERY HWY	WILLOWBROOK	IL	60527-6851	(630)3255050	Substance Abuse Rehabilitation Facility	None Listed
BANYAN TREATMENT CENTER OF IL, LLC	50 S MAIN ST	NAPERVILLE	IL	60540-5484	(888)8794975	Rehabilitation, Substance Use Disorder	None Listed
ROSECRANCE, INC.	28371 DAVIS PKWY STE 102	WARRENVILLE	IL	60555-3035	(815)3911000	Substance Abuse Rehabilitation Facility	None Listed
COUNTY OF DUPAGE DEPARTMENT OF HEALTH	1111 W LAKE ST	ADDISON	IL	60101-1101	(630)6827400	No data	None Listed
NEW GEN ED INC.	1219 N GARY AVE	CAROL STREAM	IL	60188-9028	(847)3636497	No data	None Listed
CHARLENE THOBE SCOTT	710 E OGDEN AVE	NAPERVILLE	IL	60563-8602	(630)8480445	Rehabilitation, Substance Use Disorder	None Listed
COUNTY OF DUPAGE DEPARTMENT OF HEALTH	422 N CASS AVE	WESTMONT	IL	60559-1502	(630)6827400	No data	None Listed
THE IDS GROUP	644 E IRVING PARK RD	ROSELLE	IL	60172-2303	(630)8938470	Addiction (Substance Use Disorder)	None Listed
COUNTY OF DUPAGE DEPARTMENT OF HEALTH	115 N COUNTY FARM RD	WHEATON	IL	60187-3977	(630)6827400	No data	None Listed
HEALTHCARE ALTERNATIVE SYSTEMS, INC.	373 S COUNTY FARM RD	WHEATON	IL	60187-2403	(630)9429720	Rehabilitation, Substance Use Disorder	None Listed
SERENITY HOUSE INC	891 SOUTH ROUTE 53	ADDISON	IL	60101-4220	(630)6206616	Substance Abuse Rehabilitation Facility	Rehabilitation, Substance Use Disorder
LUCY IBRAHIM	120 N OAK ST	HINSDALE	IL	60521-3829	(630)8569000	Addiction Medicine	None Listed



Organization	Address	City	State	ZIP Code	Phone Number	Provider Type (Primary)	Provider Type (Secondary)
GATEWAY FOUNDATION, INC.	ONETIFFANY POINT	BLOOMINGDALE	IL	60108-0108	(630)9667400	Substance Abuse Rehabilitation Facility	None Listed
CHALLENGE BEHAVIORAL HEALTHCARE, INC.	15 SPINNING WHEEL RD	HINSDALE	IL	60521-2914	(630)3258252	Addiction (Substance Use Disorder)	None Listed

Data Source: Centers for Medicare and Medicaid Services, CMS - National Plan and Provider Enumeration System (NPPES). February 2024.

## Access to Care - Dental Health Providers

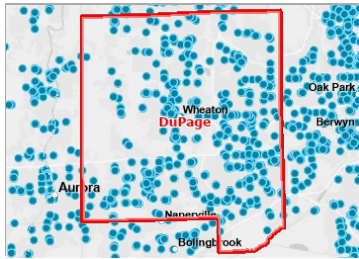
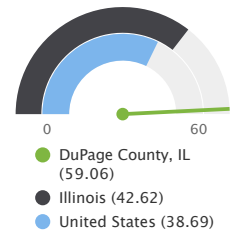
This indicator reports the number of oral health care providers with a CMS National Provider Identifier (NPI). Providers included in this summary are those who list "dentist", "general practice dentist", or "pediatric dentistry" as their primary practice classification, regardless of sub-specialty. Data are from the latest Centers for Medicare and Medicaid Services (CMS) National Provider Identifier (NPI) downloadable file.

Report Area	Total Population (2020)	Number of Facilities	Number of Providers	Providers, Rate per 100,000 Population
DuPage County, IL	932,877	268	551	59.06
Illinois	12,812,508	2,506	5,461	42.62
United States	334,735,155	56,850	129,503	38.69

Note: This indicator is compared to the state average.

Data Source: Centers for Medicare and Medicaid Services, CMS - National Plan and Provider Enumeration System (NPPES). February 2024.

Dental Health Care Providers, Rate per 100,000 Population



[View larger map](#)

### Dental Health Care Providers, CMS NPPES February 2024

- Dental Health Care Providers, CMS NPPES February 2024
- DuPage County, IL

## Dental Health Care Providers

The table below lists dental health care providers in the report.

Please note that the number of records returned is limited to 25. To view all records, please enter the map.

Provider	Address	City	State	ZIP Code	Phone Number	Provider Type (Primary)	Provider Type (Secondary)
TAWFIK ABDUL DAYEM	55 S MAIN ST STE 241	NAPERVILLE	IL	60540-5377	(630)8482010	No data	None Listed
SAMAR ISLAM, DDS	6800 MAIN STREET	DOWNERS GROVE	IL	60516-0516	(630)9695350	Dentist	None Listed
ELAINE PIEDRA, D.D.S.	127 W AURORA AVE	NAPERVILLE	IL	60540-6503	(630)5796000	Dentist	None Listed
ANN ORLAND, DDS	111 WEST WESLEY ST	WHEATON	IL	60187-0187	(630)6536593	Dentist	None Listed
DAVID JONES, DDS	1816 BAY SCOTT CIR	NAPERVILLE	IL	60540-1112	(630)5278686	Pediatric Dentistry	None Listed
SHARON KAREL, R.D.H.	6800 MAIN ST	DOWNERS GROVE	IL	60516-3493	(630)9695350	Dental Hygienist	None Listed
JUNG YUN, DDS	929 S MAIN ST	LOMBARD	IL	60148-3364	(630)6205888	Dentist	None Listed
CHRISTINA TOTH, DDS	505 ANTHONY ST	GLEN ELLYN	IL	60137-0137	(630)4695385	Dentist	None Listed
DANIELA BRZOZOWSKI	6440 MAIN ST	WOODRIDGE	IL	60517-1752	(630)2413904	Dentist	None Listed
WILLIAM WASH, D.D.S.	545 S YORK RD	BENSENVILLE	IL	60106-3000	(630)7660115	Dentist	None Listed
BEHNAM DARVISHAN, D.M.D	3450 LACEY RD	DOWNERS GROVE	IL	60515-5430	(630)7434500	General Practice	None Listed
PHYLLIS DIXON, DDS	17W620 14TH ST	OAKBROOK TERRACE	IL	60181-3768	(630)6298770	Dentist	None Listed
NATASA MANASOVSKA, DMD	6111 KNOLLWOOD RD	WILLOWBROOK	IL	60527-0527	(708)2680211	Dentist	None Listed
CONOR RYAN	1852 BAY SCOTT CIR STE 108	NAPERVILLE	IL	60540-1134	(630)3551940	No data	None Listed
TIMOTHY CROMBIE, D.D.S.	4425 MONTGOMERY RD	NAPERVILLE	IL	60564-9541	(630)9041000	Dentist	None Listed
ANTHONY HORMANSKI, DDS	6300 KINGERY HWY	WILLOWBROOK	IL	60527-2248	(630)3235333	Dentist	None Listed
JANET STOPKA, DDS	16W289 83RD ST UNIT D	BURR RIDGE	IL	60527-5877	(630)7565844	Dentist	None Listed
OLIVIA DIETRICH	333 W 1ST ST	ELMHURST	IL	60126-2641	(630)8335110	No data	None Listed
WILLIAM WALTERS, DDS	7000 ADAMS ST	WILLOWBROOK	IL	60527-7564	(630)8871987	Dentist	None Listed
KATHRYN KENNEDY, DDS	331 W 63RD ST	WESTMONT	IL	60559-0559	(630)8109940	Dentist	None Listed
NICHOLAS PRIMIANO, DDS	231 E OGDEN AVE	NAPERVILLE	IL	60563-3156	(630)3579850	Dentist	None Listed
OSAMA ISMAIL, D.D.S.M.S.	2184B BLOOMINGDALE RD	GLENDALE HEIGHTS	IL	60139-1614	(630)5295559	Dentist	None Listed
STEVEN YUAN, D.D.S.	55 S MAIN ST STE 241	NAPERVILLE	IL	60540-5377	(630)8482010	General Practice	None Listed
ANETA PANICZKO, DDS	1999 W 75TH ST	WOODRIDGE	IL	60517-0517	(630)9853393	Dentist	None Listed
EDWARD CHO, DDS	32 N CASS AVE	WESTMONT	IL	60559-0559	(630)2719816	Dentist	None Listed

Data Source: Centers for Medicare and Medicaid Services, [CMS - National Plan and Provider Enumeration System \(NPPES\)](#), February 2024.

## Dental Health Care Facilities

The table below lists dental health care facilities in the report area .

*Please note that the number of records returned is limited to 25. To view all records, please enter the map.*

Organization	Address	City	State	ZIP Code	Phone Number	Provider Type (Primary)	Provider Type (Secondary)
DOVER DENTAL CENTER	95 TRADE ST STE 101	AURORA	IL	60504-8296	(630)8517878	No data	None Listed
PROCARE DENTAL GROUP, P.C.	1304 MACOM DR	NAPERVILLE	IL	60564-9300	(630)5855005	Dentist	None Listed
METRO DENTAL ASSOCIATES	640 E. SAINT CHARLES RD.	CAROL STREAM	IL	60188-2600	(630)6537890	General Practice	None Listed
OGDEN VALLEY DENTAL	1224 W OGDEN AVE	NAPERVILLE	IL	60563-2952	(630)3056161	General Practice	None Listed
DONALD C. KELLNER DDS-WOOD DALE PC	333 NORTH WOOD DALE RD	WOOD DALE	IL	60191-0191	(630)8609100	Dentist	Dentist
DENTAL CONCEPTS LLC	640 OGDEN AVE STE 5	DOWNERS GROVE	IL	60515-2940	(630)5418915	No data	None Listed
NAPERVILLE DENTAL ASSOCIATES, LTD.	1220 HOBSON RD	NAPERVILLE	IL	60540-8139	(630)3690101	General Practice	None Listed
OAK BROOK DENTAL AFFILIATES P.C.	120 OAKBROOK CENTER MALL	OAK BROOK	IL	60523-1806	(630)5710393	Dentist	None Listed
NAMRATA RAVAL DDS P. C.	930 N YORK RD STE 120	HINSDALE	IL	60521-2994	(630)5506094	No data	None Listed
CAROL STREAM DENTAL ASSOCIATES	784 W ARMY TRAIL RD	CAROL STREAM	IL	60188-9297	(630)2898899	Dentist	None Listed
DUPAGE DENTAL PROFESSIONALS LLC	1N111 COUNTY FARM RD	WINFIELD	IL	60190-2018	(630)5881700	No data	None Listed
GLEN ELLYN PEDIATRIC DENTISTRY ,P.C..	45 S PARK BLVD	GLEN ELLYN	IL	60137-6280	(630)8588755	Pediatric Dentistry	None Listed
ABD DENTAL ASSOCIATES, LLC	444 W ARMY TRAIL RD	BLOOMINGDALE	IL	60108-1379	(630)3879764	Dentist	None Listed
HARE KRISHNA DENTAL PLLC	2783 MAPLE AVE	LISLE	IL	60532-3280	(630)8573444	No data	None Listed
CONCORD DENTAL PC	498 HILLSIDE AVE STE 1E	GLEN ELLYN	IL	60137-4546	(630)9428110	General Practice	None Listed
DAVID INGALLINERA, DDS,PC	211 W CHICAGO AVE	HINSDALE	IL	60521-3355	(630)3237303	Dentist	None Listed
PACIFIC SMILING DENTAL P.C.	4370 E NEW YORK ST	AURORA	IL	60504-4121	(773)9411010	No data	None Listed
DR. PLANER & ASSOCIATES, LTD	300 E 5TH AVE STE 400	NAPERVILLE	IL	60563-3288	(630)3696818	General Practice	None Listed
DENTAL HEIGHTS DDS PC	148 EAST ARMY TRAIL ROAD	GLENDALE HEIGHTS	IL	60139-0139	(708)3696232	Dentist	None Listed
GLEN ELLYN ORTHODONTICS, PC	45 S PARK BLVD	GLEN ELLYN	IL	60137-6280	(630)4696200	Dental	None Listed
JAI VAIBHAV LAKSHMI SERVICE CORPORATION	618 S ROUTE 59 STE 122	NAPERVILLE	IL	60540-6100	(201)2684096	No data	None Listed
EDC OF DOWNERS GROVE PLLC	4121 FAIRVIEW AVE STE 205	DOWNERS GROVE	IL	60515-2267	(630)9688439	No data	None Listed
JAY P. MUELLER D.D.S.	57 E HATTENDORF AVE	ROSELLE	IL	60172-1501	(630)5291999	Dentist	None Listed
1ST FAMILY DENTAL OF AURORA INC	55 S COMMONS DR	AURORA	IL	60504-4110	(630)5851155	Dentist	None Listed
DENTAL PROFESSIONALS OF ILLINOIS, P.C	2839 83RD ST	DARIEN	IL	60561-5612	(360)8715100	No data	None Listed

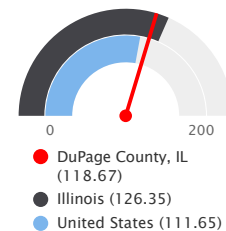
Data Source: Centers for Medicare and Medicaid Services, CMS - National Plan and Provider Enumeration System (NPPES), February 2024.

## Access to Care - Primary Care Providers

This indicator reports the number of providers with a CMS National Provider Identifier (NPI) that specialize in primary care. Primary health providers include practicing physicians specializing in general practice medicine, family medicine, internal medicine, and pediatrics. The number of facilities that specialize in primary health care are also listed (but are not included in the calculated rate). Data are from the latest Centers for Medicare and Medicaid Services (CMS) National Provider Identifier (NPI) downloadable file.

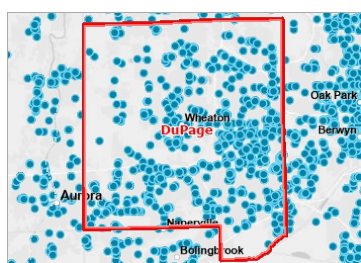
Report Area	Total Population (2020)	Number of Facilities	Number of Providers	Providers, Rate per 100,000 Population
DuPage County, IL	932,877	474	1,107	<b>118.67</b>
Illinois	12,812,508	5,176	16,188	126.35
United States	334,735,155	125,326	373,727	111.65

Primary Care Providers, Rate per 100,000 Population



Note: This indicator is compared to the state average.

Data Source: Centers for Medicare and Medicaid Services, CMS - National Plan and Provider Enumeration System (NPPES). February 2024.



[View larger map](#)

### Primary Care Physicians, All, CMS NPPES February 2024

- Primary Care Physicians, All, CMS NPPES February 2024
- DuPage County, IL

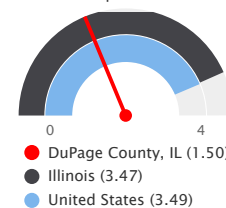
## Federally Qualified Health Centers

This indicator reports the number of Federally Qualified Health Centers (FQHCs) in the community. This indicator is relevant because FQHCs are community assets that provide health care to vulnerable populations; they receive extra funding from the federal government to promote access to ambulatory care in areas designated as medically underserved.

Within the report area, there are 14 Federally Qualified Health Centers. This means there is a rate of 1.50 Federally Qualified Health Centers per 100,000 total population.

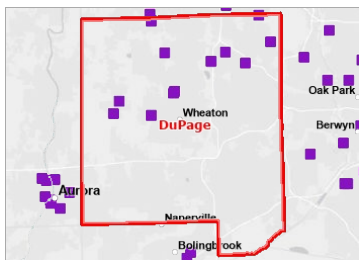
Report Area	Total Population (2020)	Number of Federally Qualified Health Centers	Rate of Federally Qualified Health Centers per 100,000 Population
DuPage County, IL	932,877	14	<b>1.50</b>
Illinois	12,812,508	444	3.47
United States	334,735,149	11,680	3.49

Federally Qualified Health Centers, Rate per 100,000 Population



Note: This indicator is compared to the state average.

Data Source: US Department of Health & Human Services, Center for Medicare & Medicaid Services, Provider of Services File. December 2023.



[View larger map](#)

### Federally Qualified Health Centers, POS December 2023

- Federally Qualified Health Centers, POS December 2023
- DuPage County, IL

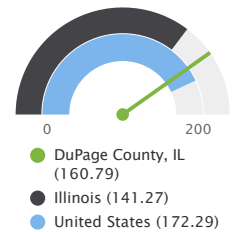
## Access to Care - Mental Health Providers

This indicator reports the number of providers with a CMS National Provider Identifier (NPI) that specialize in mental health. Mental health providers include licensed clinical social workers and other credentialed professionals specializing in psychiatry, psychology, counseling, or child, adolescent, or adult mental health. The number of facilities that specialize in mental health are also listed (but are not included in the calculated rate). Data are from the latest Centers for Medicare and Medicaid Services (CMS) National Provider Identifier (NPI) downloadable file.

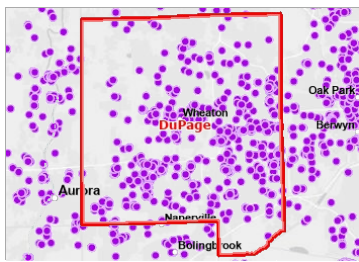
Within the report area there are 1,500 mental health providers with a CMS National Provider Identifier (NPI). This represents 160.79 providers per 100,000 total population.

Report Area	Total Population (2020)	Number of Facilities	Number of Providers	Providers, Rate per 100,000 Population
DuPage County, IL	932,877	334	1,500	<b>160.79</b>
Illinois	12,812,508	3,364	18,100	141.27
United States	334,735,155	74,802	576,715	172.29

Mental Health Care Providers, Rate per 100,000 Population



*Note: This indicator is compared to the state average.*  
*Data Source: Centers for Medicare and Medicaid Services, CMS - National Plan and Provider Enumeration System (NPPES), February 2024.*



[View larger map](#)

### Mental Health Providers, All, CMS NPPES February 2024

- Mental Health Providers, All, CMS NPPES February 2024
- DuPage County, IL

## Mental Health Care Providers

The table below lists providers in the report area that specialize in mental health care. *Please note that the number of records returned is limited to 25. To view all records, please enter the map.*

Provider	Address	City	State	ZIP Code	Phone Number	Provider Type (Primary)	Provider Type (Secondary)
JILLU MATHEW	119 BLACKHAWK CT UNIT 5	WOOD DALE	IL	60191-2813	(201)5275309	Social Worker	None Listed
ROBERT LASICA	144 SPRING OAKS DR	WOOD DALE	IL	60191-2243	(630)8424477	No data	None Listed
AMRIT SINGH	228 E LAKE ST	ADDISON	IL	60101-2889	(630)8351430	No data	None Listed
KATHERINE JOHNSON	228 E LAKE ST	ADDISON	IL	60101-2889	(630)8351430	No data	None Listed
CHRISTIANE CZAJKA	169 BROOKWOOD PL	WOOD DALE	IL	60191-1933	(773)5447797	No data	None Listed
SHASHEENA POLK	333 W PIERCE RD	ITASCA	IL	60143-3116	(630)7731985	Social Worker	None Listed
JENNIFER BEVERLY	333 W PIERCE RD	ITASCA	IL	60143-3116	(630)7731985	Mental Health	None Listed
JORDAN MAHER	333 W PIERCE RD	ITASCA	IL	60143-3116	(630)7731985	Social Worker	None Listed
KATHLEEN EGAN	105 W GEORGE ST	ITASCA	IL	60143-2570	(630)2508830	No data	None Listed
DAVID BOE	333 W PIERCE RD	ITASCA	IL	60143-3116	(630)7331985	Social Worker	None Listed
AARIKA MILLER	303 W LAKE ST	ADDISON	IL	60101-2586	(331)2219000	No data	None Listed
RANA CLARIZIO	303 W LAKE ST	ADDISON	IL	60101-2586	(630)9657941	No data	None Listed
LAURA MILLARD, LCSW-C	303 W LAKE ST STE 301	ADDISON	IL	60101-2565	(331)2211650	Clinical	None Listed
SHEILA DOWD, PHD	1415 W LAKE ST	ADDISON	IL	60101-1870	(847)4722145	Psychologist	None Listed
CERES KANGOU	1111 W LAKE ST	ADDISON	IL	60101-1197	(630)6827400	No data	None Listed
DEWIYANI URIBE	1111 W LAKE ST	ADDISON	IL	60101-1101	(630)6827400	No data	None Listed
ERICA TOZER	1111 W LAKE ST	ADDISON	IL	60101-1101	(630)6827400	No data	None Listed
SEAN DIVEN, MS	1111 W LAKE ST	ADDISON	IL	60101-1101	(630)6827400	Mental Health	None Listed
WEN LUNDBY, BS	1111 W LAKE ST	ADDISON	IL	60101-1101	(630)6827400	Mental Health	None Listed
ANA FERNANDEZ, MS	1111 W LAKE ST	ADDISON	IL	60101-1101	(630)6827400	Mental Health	None Listed
JESSICA PENDERGAST	777 W ARMY TRAIL BLVD FL 2	ADDISON	IL	60101-3163	(630)6937934	No data	None Listed
MARY ALICE POVOLNY, PHD	331 N YORK RD	ELMHURST	IL	60126-0126	(630)4150780	Psychologist	None Listed
TIMOTHY CULLINANE	386 N YORK RD	ELMHURST	IL	60126-2363	(630)8341557	Psychiatry	None Listed
FREDERICK YAPELLI, PH.D	579 W NORTH AVE	ELMHURST	IL	60126-2136	(630)2792660	Psychologist	None Listed
LAUREN DAY	451 N HIGHVIEW AVE	ELMHURST	IL	60126-2225	(847)8452153	No data	None Listed

Data Source: Centers for Medicare and Medicaid Services, [CMS - National Plan and Provider Enumeration System \(NPPES\)](#), February 2024.

## Mental Health Care Facilities

The table below lists facilities in the report area that specialize in mental health care.

Please note that the number of records returned is limited to 25. To view all records, please enter the map.

Organization	Address	City	State	ZIP Code	Phone Number	Provider Type (Primary)	Provider Type (Secondary)
JESSICA N. BAKER PLLC	343 N WOOD DALE RD	WOOD DALE	IL	60191-1578	(773)8175928	No data	None Listed
CAMELOT CARE CENTERS, LLC	333 W PIERCE RD STE 175	ITASCA	IL	60143-3120	(630)7731985	No data	None Listed
CAMELOT CARE CENTERS, LLC	333 W PIERCE RD	ITASCA	IL	60143-3116	(630)7731985	Community/Behavioral Health	None Listed
COUNTY OF DUPAGE DEPARTMENT OF HEALTH	1111 W LAKE ST	ADDISON	IL	60101-1101	(630)6827400	No data	None Listed
WEST SUBURBAN MULTI-SPECIALTY MEDICAL SERVICES ASSOCIATION SC	386 N YORK RD	ELMHURST	IL	60126-2363	(630)8341557	Psychiatry	Psychologist
SIRONA CENTER, LLC	2005 BLOOMINGDALE RD STE B	GLENDALE HEIGHTS	IL	60139-2151	(630)3837222	No data	None Listed
GLOBAL HUMAN SERVICES INC	683 N KATHERINE LN	ADDISON	IL	60101-1593	(630)6299108	Psychiatry	None Listed
MAIN MEDICAL CENTER LTD	683 KATHERINE LN	ADDISON	IL	60101-0101	(630)6299108	Psychiatry	None Listed
DR MO S.C	2131 W SILVERLEAF LN	ADDISON	IL	60101-6404	(847)3410389	Psychiatry	Child & Adolescent Psychiatry
GARY R. SPEULDA, PSY.D. LTD.	2 SOUTH 468 LLOYD AVE.	LOMBARD	IL	60148-5222	(630)4950137	Psychologist	None Listed
ASSOCIATES IN BEHAVIORAL HEALTH CARE	910 LAKE ST STE 102	ROSELLE	IL	60172-3384	(847)7914384	No data	None Listed
AMER & ASSOCIATES SC	121 FAIRFIELD WAY	BLOOMINGDALE	IL	60108-1588	(630)3511770	Psychiatry	None Listed
ASMA HALIM INC.	284 STONINGTON DRIVE	BLOOMINGDALE	IL	60108-0108	(312)5046764	No data	None Listed
PERSONNEL ASSESSMENTS INC.	201 E ARMY TRAIL RD	BLOOMINGDALE	IL	60108-2150	(630)5392620	Clinical Neuropsychologist	Addiction (Substance Use Disorder)
LISA CHICO COUSELING SERVICES, LLC	468 N SILVERLEAF BLVD	CAROL STREAM	IL	60188-3420	(630)4460580	No data	None Listed
NEW GEN ED INC.	1219 N GARY AVE	CAROL STREAM	IL	60188-9028	(847)3636497	No data	None Listed
BEAUTIFUL MIND THERAPY	984 S BARTLETT RD	BARTLETT	IL	60103-6500	(708)6954808	Mental Health	None Listed
CHARTER MENTAL CARE, S.C.	956 S BARTLETT RD	BARTLETT	IL	60103-6500	(630)8359954	Child & Adolescent Psychiatry	None Listed
DR MELVIN HESS MDSC	27W350 HIGHLAKE ROAD	WINFIELD	IL	60190-0190	(630)9334650	Psychiatry	None Listed
BEHAVIORAL MEDICINE AND CONSULTING PC	27W350 HIGH LAKE RD	WINFIELD	IL	60190-1262	(630)9334607	Psychiatry	None Listed
LATINO TREATMENT CENTER	245 W ROOSEVELT RD	WEST CHICAGO	IL	60185-3739	(630)2939707	No data	None Listed



Organization	Address	City	State	ZIP Code	Phone Number	Provider Type (Primary)	Provider Type (Secondary)
CAPVII-HUD	29W531 COUNTRY RIDGE DR	WARRENVILLE	IL	60555-1911	(630)6827979	Mental Health (Including Community Mental Health Center)	Public Health or Welfare
LISA MEDANIC COUNSELING, LTD.	29W120 BUTTERFIELD RD STE 104A	WARRENVILLE	IL	60555-2830	(630)3934019	Mental Health	None Listed
ASK US COUNSELING SERVICES, LLC	29W170 BUTTERFIELD RD	WARRENVILLE	IL	60555-2809	(847)8544333	No data	None Listed
NEW REFLECTION CLINICAL SERVICES	29W335 RENOUF DR	WARRENVILLE	IL	60555-2116	(630)3469266	Adult Mental Health	None Listed

Data Source: Centers for Medicare and Medicaid Services, CMS - National Plan and Provider Enumeration System (NPPES), February 2024.

<https://www.iacaanet.org>, 4/9/2024

**Section 2: DuPage Continuum of Care Homeless Point-in-Time Count**

## ONE NIGHT COUNT JANUARY 31, 2024 COMPARISON

The DuPage CoC conducted a one night sheltered and unsheltered count on January 31, 2024 using HMIS reports and provider surveys for the DV programs with follow up. These counts represent the number of people homeless on one winter night and do not represent the of people homeless during the course of a full year. Household units include households with dependent children, households without children and households comprised of only children under18. This count included both sheltered and unsheltered homeless persons. For the unsheltered count, surveys were included again with volunteers and training. The surveys included all demographics (including age breakouts), household type and members, specific location of where they were sleeping, identifying characteristics, history of homelessness (to determine chronic status), and disability. If the survey information was incomplete, extrapolation was used. One person, the Continuum Planner, tallied all surveys which aided in de-duplication.

### HIGHLIGHTS

- Total homeless persons decreased 8.5% from 525 to 480 persons.
- Unsheltered persons decreased 21% from 33 in 2023 to 26 in 2024.
- The total number of sheltered homeless persons decreased 7.7% from 492 to 454.
- Persons in ES decreased from 370 to 356. The end of hotel vouchers decreased some shelter capacity. DuPage PADS increased shelter beds from 301 to 314. There were also 15 overflow voucher shelter beds. Catholic Charities decreased shelter beds from 29 to 18. 360 Youth Services increased its shelter capacity for youth from 18 to 19 beds. Family Shelter capacity was 41 beds.
- Person in TH decreased from 122 to 98.
- Homeless households with children decreased from 94 to 75 households.
- In emergency shelter. ES households with children decreased from 67 to 56 and total persons in households with children decreased from 232 to 196.
- Sheltered adults increased 11% from 182 to 203. In emergency shelter, individuals increased 16% from 138 to 160.
- Veteran count increased from 8 to 10. There were 10 veteran households with 13 total persons.
- Homeless Youth increased from 71 to 74. This included 63 unaccompanied youth and 11 parenting youth.
- There was an increase of chronically homeless persons from 41 last year to 100 this year. This is related to longer stays in an emergency shelter/unsheltered situation which pushes persons into meeting the definition of chronically homeless.

### Housing Inventory Capacity – Year Round Beds

Bed Type	2022 Total	2023 Total	2024 Total	% Change capacity	PIT COUNT
ES	399	388	407	4.9%	355
SH	5	0	0	0	0
TH	144	144	127	(11.9)%	99
RRH	101	130	150	+15%	150
PSH	426*	442*	339	-23%	308
OPH	10	68 (EHV)	273*	301%	273

\* Totals were including Move On vouchers.

2024 PIT COMPARISON - DUPAGE

The changes in Housing Inventory capacity include an increase in shelter year round beds and a decrease in Transitional Housing beds. Catholic Charities reduced their private TH beds due to funding issues. There was an increase in Rapid Rehousing beds due to funding increases which will allow the CoC to gain 9 points in the application. The decrease in PSH beds is artificial because in previous years the number included Move On vouchers. These were moved to Other Permanent Housing in 2024 because support services are no longer provided. There was no decreased capacity in CoC funded PSH housing projects. It remained the same. The increase in Other Permanent Housing beds reflects 111 Move On and 162 Emergency Housing Vouchers.

**Point In Time Occupancy**

Bed Type	2022 PIT	2023 PIT	2024 PIT
ES	400	370	355
SH	5	0	0
TH	119	122	99
RRH	101	130	150
PSH	414*	414*	308
OPH	10	68	273

\* Included Move On Vouchers

Shelters decreased their hotel voucher funding so occupancy was lower. The decrease in TH was due to elimination of some beds due to funding issues. Rapid Rehousing increases reflect increased funding from CoC projects, state funding and the last of the COVID funding. The PSH decrease a change in counting Emergency Housing and Move On vouchers to the Other Permanent Housing category.

**HUD COC PIT Measures EVALUATION**

**Goal is to decrease all populations.**

MEASURE	RESULT	CHANGE	PERFORMANCE RESULT
1. Reduce by 5% the number of sheltered homeless persons using the 2024 PIT count	Total sheltered persons decreased from 492 to 454.	7.7% decrease	MET – 2 pts
2. Reduce by 5% the number of unsheltered homeless persons from 2024 PIT count	Total unsheltered persons from 33 to 26 in 2024	21 % decrease	MET – 7 pts.
3. Decrease by 5% the combined sheltered and unsheltered homeless from the previous PIT count.	Total combined homeless persons decreased 525 to 480 persons	8.5% decrease	MET – 3 pts.
75% of projects low barrier	Yes	Rapid rehousing units from 130 to 150	+9 points

New PIT

All PIT Counts

IL-514

2024

All Populations

Additional Populations

Youth Populations

Veteran Populations

Methodology

Notes

PIT Status

Data Flags

PIT Reports

PIT > IL-514 > 2024 > All Homeless Populations

**HIC and PIT Deadline has now Passed!**

Thank you for your patience and participation in the HIC and PIT submission process this year. The deadline is now passed. If you did not meet the deadline, please continue work to submit your PIT and HIC. Stay tuned for the data cleaning process in June!

**Record Locked for Editing**

The record is currently locked and cannot be modified.

**Date of PIT Count:** January 31, 2024

Save Record

Discard Changes


**Type of Count Conducted This Year:** Both sheltered and unsheltered

**Info:** Youth Populations and Veteran Populations data are a subset of the All Homeless Populations data. Veterans and Youth Populations and Veteran Populations data should be included in the All Homeless Populations data section.

Adult & Child (at least one adult and one child)    Child Only    Adult Only (without children)    **Totals**

Total Households and Persons	Sheltered			Unsheltered	Total
	Emergency	Transitional	Safe Haven		
Total Number of HouseHolds	202	62	0	26	290
Total Number of Persons	356	98	0	26	480 
Number of Persons (under age 18)	113	29	0	0	142
Number of Persons (18 - 24)	44	47	0	3	94
Number of Persons (25 - 34)	48	7	0	2	57
Number of Persons (35 - 44)	50	8	0	3	61

Number of Persons (45 - 54)	46	3	0	8	57
Number of Persons (55 - 64)	35	3	0	4	42
Number of Persons (65 and older)	20	1	0	6	27
Gender	Sheltered			Unsheltered	Total
	Emergency	Transitional	Safe Haven		
Woman (Girl if child)	190	47	0	8	245
Man (Boy if child)	161	46	0	18	225
Culturally Specific Identity	0	0	0	0	0
Transgender	2	2	0	0	4
Non-Binary	1	0	0	0	1
Questioning	2	0	0	0	2
Different Identity	0	0	0	0	0
MultipleGender	0	3	0	0	3
Race	Sheltered			Unsheltered	Total
	Emergency	Transitional	Safe Haven		
American Indian, Alaska Native, or Indigenous (only)	1	1	0	0	2
American Indian, Alaska Native, or Indigenous & Hispanic/Latina/e/o	0	0	0	0	0
Asian or Asian American (only)	6	2	0	1	9
Asian or Asian American & Hispanic/Latina/e/o	0	0	0	0	0
Black, African American, or African (only)	164	58	0	8	230
Black, African American, or African & Hispanic/Latina/e/o	15	1	0	0	16
Hispanic/Latina/e/o (only)	13	2	0	4	19
Middle Eastern or North African (only)	0	0	0	1	1

Middle Eastern or North African & Hispanic/Latina/e/o	0	0	0	0	0
Native Hawaiian or Pacific Islander (only)	0	0	0	0	0
Native Hawaiian or Pacific Islander & Hispanic/Latina/e/o	0	0	0	4	4
White (only)	94	15	0	7	116
White & Hispanic/Latina/e/o	48	16	0	0	64
Multi-Racial & Hispanic/Latina/e/o	3	0	0	1	4
Multi-Racial (all other)	12	3	0	0	15
Chronically Homeless	Sheltered			Unsheltered	Total
	Emergency	Transitional	Safe Haven		
Total number of Persons	99		0	1	100 

 Help

- The PIT count should be completed using unduplicated counts or statistically reliable estimates of homeless persons in sheltered and unsheltered locations on a single night during the last ten days of January 2023. **HUD requires that PIT counts be conducted in compliance with HUD counting standards and related methodology guidance.** PIT Guides and Tools are available on the HUD Exchange. CoCs that are considering performing their required PIT count outside of the last 10 days of January must request a PIT count date exception from HUD. No HUD permission or exception is required for CoCs to conduct supplemental PIT counts.
- Persons counted in permanent housing, permanent supportive housing and rapid re-housing should not be included in the PIT count of homeless persons reported to HUD.
- Persons counted in any location not listed on the Housing Inventory Count (HIC) should not be included in the PIT count of homeless persons reported to HUD (e.g. institutional settings, residential treatment facilities, doubled-up with family or friends).
- The gender category “Gender Non-Conforming” is intended to represent people whose gender identity is not “male, female, or transgender,” and should not be used in the event that gender of a person is unknown. In the event gender is unknown, CoCs should use approved extrapolation techniques to ensure that the total number of persons listed under each category equal the total number of persons counted.
- It is important for CoCs to closely coordinate their HIC and PIT counts of sheltered homeless persons and report only those persons who are staying in emergency shelter, Safe Haven, or transitional housing beds/units identified on the HIC. The total number of persons reported in all emergency shelter, Safe Haven, and transitional housing projects on the HIC must match the total number of sheltered persons reported in the PIT Population tab in the HDX. Please refer to the 2019 HIC and PIT Data Collection Notice for additional information and instructions concerning HIC and PIT data collection.
- Youth Populations and Veteran Populations data is a subset of the All Homeless Populations data. Veterans and Youth Populations and Veteran Populations data should be included in the All Homeless Populations data section.

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Submit questions or comments about the HDX 2.0 via [Ask A Question](#) (choose "HDX" as the topic)

U.S. Department of Housing and Urban Development | 451 7th Street S.W., Washington, DC 20410





## **Section 3: Birth to Five Illinois Region 19 Action Plan**

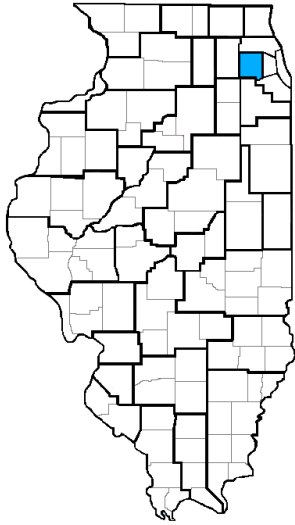
# ACTION PLAN



**Region 19**

DuPage County

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Lane Melchor  
Lara Alexander  
London Ollie  
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Marilyn Rodriguez  
Maurice Gilmore  
Nelly Nestorova  
Nia Jones  
Rachel Kay  
Rosangel Galvez  
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## Action Council

Annie Behrns  
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Christine Gandam  
David Sabathne  
Janice Guider  
Jeanine Woltman  
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Marianne Pokorny  
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Ruby Rodriguez  
Tammi Karam  
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## Letter from Family & Action Council Members

The communities throughout our Region helped lead discussions by providing information through focus groups, interviews, community meetings, and surveys, and we are grateful for their help in developing our Early Childhood Regional Needs Assessment and Addendum, both produced in 2023. Their voices and passion for improving the Early Childhood Education and Care (ECEC) system to make it more equitable for all children, caregivers, and families are the driving force behind our work and are evident in this Region 19 Action Plan.

Council members and others in the community had a chance to share their experiences with ECEC programs and services and add their input to the next steps, detailed in this Action Plan, to move the needle on several recommendations identified in our Early Childhood Regional Needs Assessment.

We want to thank our community members for their support in developing our Regional Action Plan. It is our hope that the implementation of our Action Plan will provide a greater sense of cultural competency throughout the Region and address the root causes of the challenges and barriers facing families and the Early Childhood Education and Care System.

We are excited to present our Regional Action Plan to our community partners and families and look forward to working with everyone to implement the recommendations included in the plan.

With gratitude,

Birth to Five Illinois: Region 19 Family & Action Council Members

## Action Plan Development

Between fall 2022 and spring 2023, the Action Council, Family Council, and Regional Birth to Five Illinois Team reviewed quantitative and qualitative data related to Early Childhood Education and Care (ECEC) services, programs, and supports and worked together to create an [Early Childhood Regional Needs Assessment](#) to highlight the experiences of families and caregivers in the Region. The report includes recommendations to improve ECEC opportunities at both the local and state level to make the system more equitable for all children. Councils developed an Action Plan based on several prioritized recommendations that will be used to help communities across the State raise awareness of ECEC services, expand the reach of services and resources to families, and advocate for better access to programs.

This Action Plan is aimed primarily at caregivers, community stakeholders, policymakers, elected officials, state agencies, and potential funders. It is our hope that caregivers find opportunities to talk about their experiences and become advocates for ECEC to help drive long-term, sustainable change in their communities. We also hope that community stakeholders build off the results of the Action Plan and help lead the efforts as we reimagine the ECEC system at the local level. We hope these plans provide an easy entry point for policymakers, elected officials, state agencies that administer ECEC programs, and funders to support community-led efforts, lending their expertise and support to bringing the plans to fruition.

## How this Document is Designed

Each recommendation has an Action Plan that is rooted in Continuous Quality Improvement (CQI),<sup>1</sup> a method that involves setting SMART goals, gathering feedback, evaluating progress on a regular basis, and making data-driven decisions. SMART is an acronym for Specific, Measurable, Achievable, Relevant, and Time-bound.<sup>2</sup> Council members developed SMART goals for each recommendation they chose and identified key partners who could help implement each goal. They determined how long it might take and the steps needed to achieve the goal.

Councils were asked to think about the potential risks, barriers, and solutions for each recommendation. They also considered who else needed to be engaged in the work to be successful and what funding may be needed to fully implement the Action Plan. In this document, only state agencies, elected officials, and state agency representatives in public service roles are listed by name. This list only identifies those individuals who may be instrumental in pushing the Action Plan; it does not imply their commitment or obligation to do so. Local and regional organizations and individuals were considered but are not listed, which allows Regional Teams and Councils to engage with community members in a collaborative manner.

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<sup>1</sup> See <https://www.ncbi.nlm.nih.gov/books/NBK559239/> for more information.

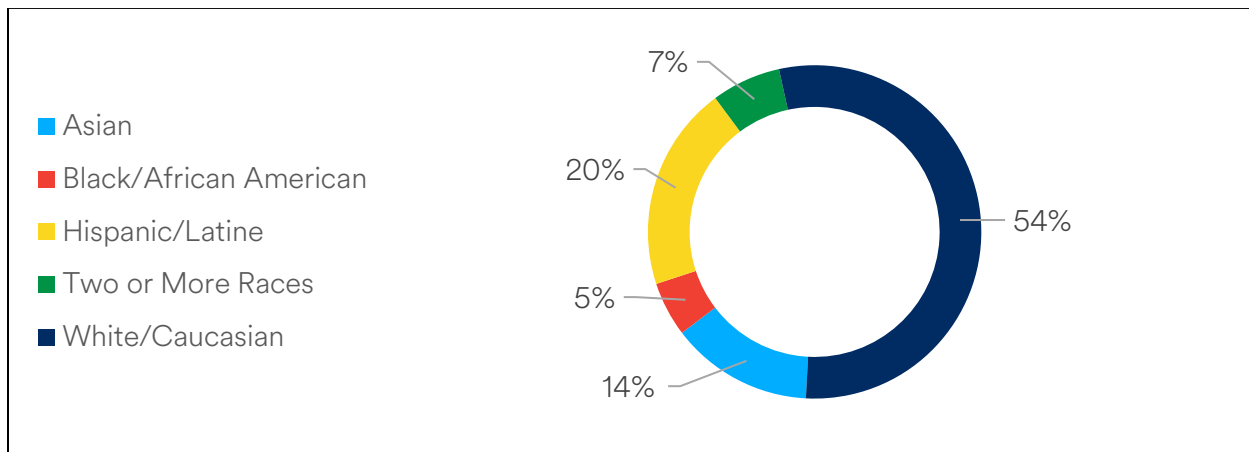
<sup>2</sup> See <https://www.samhsa.gov/sites/default/files/nc-smart-goals-fact-sheet.pdf> for more information.

Action Plans will be reviewed in the summer with the community to discuss progress toward the SMART goals, potentially identify new goals and steps to meeting them, and talk about next steps for implementing the recommendations.

## Region 19

Region 19 is located in northern Illinois and includes DuPage County. In 2022, the total population of the Region was 946,511; 64,013 were children birth through age five. As a Region, DuPage County has seen a steady increase in population growth. Although predominantly white, the racial and ethnic identity of Region 19 has steadily become more diverse with increases in both the Black/African American and Asian communities (Figure 1).

Figure 1: Percentage of Children Aged Four and Under by Race/Ethnicity<sup>3</sup>



Source: IECAM  
Created by: Birth to Five Illinois

Across the Region, there are 30,161 slots in publicly funded, licensed, and license-exempt child care centers and homes for children birth through age five (Table 1). Currently, Region 19 does not have enough spots available for families who might want to enroll their young child in an ECEC program.

Table 1: Number and Capacity of Early Childhood Education and Care Programs

Program Type/Name	Ages Served	Number in Region	Capacity/ Funded Enrollment
Early Head Start	Ages Birth to Three	6	293
Head Start	Ages Three to Five	9	345

<sup>3</sup> Other races/ethnicities have too small of numbers to be represented in the chart: American Indian and Alaska Native, 16 people; Native Hawaiian and Other Pacific Islander, 4; Other, 164 people.

Preschool for All	Ages Three and Four	31	5,550
Preschool for All Expansion	Ages Three and Four	13	573
Licensed Child Care	Ages Birth to Twelve	184	19,129
Licensed Family Child Care	Ages Birth to Twelve	137	1,453
License-Exempt Child Care	Ages Birth to Twelve	30	2,818

Source: IECAM

Created by: Birth to Five Illinois

For additional data and information, please access Region 19’s Early Childhood Regional Needs Assessment at: [www.birthtofiveil.com/region19/#report](http://www.birthtofiveil.com/region19/#report).

# Recommendation 1



**Increase access to publicly funded Early Childhood Education and Care (ECEC) programs, recognizing inconvenient schedules, the lack of transportation, and disqualifying criteria that creates barriers for families.**

In Region 19, publicly funded programs offer essential services to eligible children, but their locations and funding sources vary, leading to inconsistency. Despite the potential benefits, families, especially those from marginalized communities, face logistical challenges accessing these programs. Preschool For All and Head Start programs often operate part-time, making it difficult for working parents/caregivers to arrange transportation and balance work with intervention services, while limited availability exacerbates the struggle to find affordable part-time child care. Additionally, families with children qualifying for multiple programs must navigate logistics across multiple locations, further complicating access, with no guarantee of available transportation even if child care is secured.

## SMART Goals

<b>SMART Goals</b>	<b>What steps will be taken to meet the SMART goal?</b>	<b>How will you know when the SMART goal has been achieved?</b>
<p>Identify and develop partnerships with licensed child care centers and homes to establish new Preschool for All and Prevention Initiative sites within identified Early Childhood deserts through an increase in Early Childhood Block Grant (ECBG) Request for Proposal (RFP) applications received by the Illinois State Board of Education (ISBE) during the FY25 grant cycle.</p>	<ul style="list-style-type: none"> <li>• Identify potential partner centers and homes.</li> <li>• Assist identified partners with understanding and meeting qualifications and grant requirements.</li> <li>• Facilitate conversations and partnerships with programs and sponsoring/partner schools.</li> <li>• Leverage local expertise and knowledge to provide support for the partnering programs during the grant writing process.</li> <li>• Develop a community of practice to support program implementation.</li> </ul>	<ul style="list-style-type: none"> <li>• When 10 non-school district applications are completed during the FY25 grant cycle.</li> </ul>
<p>Develop and pilot transportation solutions to ensure children have access to ECEC services by establishing partnerships with mechanics, developing a ride share program, and exploring Local Collaboration investments in agency-owned vehicles by the end of 2024.</p>	<ul style="list-style-type: none"> <li>• Research and explore the legal requirements and regulatory practices associated with the transportation of young children.</li> <li>• Establish partnerships with local mechanics and trade schools who are willing to work with partner organizations to offer discounts/payment options for families with inoperable vehicles.</li> <li>• Develop participation metrics and qualifying criterion for a vehicle repair program.</li> <li>• Research existing programs such as Peoples Resource Center, the partnership between DuPage Pads and Loaves &amp; Fishes, and the</li> </ul>	<ul style="list-style-type: none"> <li>• When at least 10 families have received assistance with transportation.</li> <li>• When programs report increased attendance rates.</li> </ul>



	Pennsylvania DOT Childcare Transportation Program. <ul style="list-style-type: none"> <li>• Research the feasibility of the purchase of an agency-owned vehicle and continuing maintenance.</li> </ul>	
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## Risks & Barriers

<b>Anticipated Risks/Barriers to Meeting Goals/Recommendation</b>	<b>Proposed Solutions to Anticipated Risks/Barriers to Meeting Goals/Recommendation</b>
Current transportation options do not address the current challenges within existing ECEC programs housed within school districts.	<ul style="list-style-type: none"> <li>• Some local programs have included a limited number of funds within their budget to gift Uber/Lyft gift cards to families enrolled in their program to help temporarily alleviate transportation barriers. As part of the work within these programs, Collaboration partners are looking at ways to leverage other local funding opportunities to expand temporary relief.</li> </ul>
The operation of publicly funded programming requires additional paperwork and regulatory compliance components, creating a barrier for some providers.	<ul style="list-style-type: none"> <li>• Step one of the Action Plan is to research and explore regulatory components.</li> </ul>
Overcoming transportation challenges requires addressing legal and liability barriers as well as long-term funding sustainability.	<ul style="list-style-type: none"> <li>• Step one of the Action Plan is to research and explore regulatory components.</li> </ul>

## Additional Engagement with State Organizations, Agencies & Individuals

Council members and Regional staff identified additional community and state-level organizations, agencies, and individuals and what role they might need to play in implementing the Action Plan SMART goals and/or recommendation. Local organizations, agencies, and individuals are still being contacted and their specific role is being defined at this time, so they have not been listed as a part of the Action Plan. However, Council members and Regional staff identified the Illinois Department of Children and Family Services (DCFS) as a statewide partner who should be engaged further to provide insight into regulations required for transporting young children to ensure transportation solutions comply with regulatory policies.

## Possible Funding Sources

The Council members identified the following potential sources of funding to support the full implementation of this recommendation:

- We Go Together for Kids (WGTK): They have dedicated \$20,000 of their 2024 budget to offer financial assistance for vehicle repairs.
- ISBE Early Childhood Block Grant: Dependent on grant allocations and partner needs.
- Private, In-Kind Donations: Discounts from local mechanics, trade schools, and private foundations that would support the purchase of a multi-passenger vehicle, including insurance and maintenance costs.

## Community

Council members identified two organizations already providing this type of service: WGTK and the People’s Resource Center (PRC). WGTK’s Early Childhood Committee is working on addressing short-term transportation needs of families in West Chicago, including the maintenance and repairs of family vehicles. PRC offers a program called Care for Cars, which provides financial assistance to individuals in need of vehicle maintenance. The premise of the program is to reduce barriers for individuals living in DuPage County as they “conduct job searches or retain employment”. Through partnerships with local mechanics, the PRC will pay a portion of the cost of repairs for clients.

PRC shared that there are often long wait times for the car repairs, as many mechanics are making the repairs on their own time. As with a lot of industries there is also a shortage of skilled workers, so the automotive businesses are often busy and the mechanics themselves are overworked. The local West Chicago school district also shared that transportation challenges were one of the top contributors to program absenteeism. Although Uber/Lyft gift cards can provide temporary relief, this solution comes with its own set of challenges and barriers, including but not limited to funding and the use of car seats.

## Recommendation Implementation

Council members said they will know the recommendation is fully implemented when preschool deserts have been eliminated in the Region and the number of missed attendance days decreases within the West Chicago ECEC programs.

They also predicted that by fully implementing the recommendation other Early Childhood Collaborations will be able to replicate and address local transportation issues, and families will no longer have to decide between work and services for their child as a result of not having transportation or factoring in the need to travel to multiple child care sites. By providing transportation support, children will be exposed to fewer transitions and will receive a continuum of care with ECEC providers.

# Recommendation 2



**A system that supports children from varying levels of development, trauma, and medical complexities through inclusive and adaptive environments.**

Families with children diagnosed with disabilities or medical complexities face significant barriers accessing Early Childhood Education and Care (ECEC) programs in Region 19, irrespective of their race, ethnicity, or socioeconomic status. These barriers include limited enrollment availability, discriminatory practices, and a lack of resources to support children with special needs. Private child care programs often lack specialized staff and environmental accommodations, exacerbating the issue. The COVID-19 pandemic further compounded challenges by limiting pivotal social experiences for children and increasing the demand for social-emotional support in group care settings. Despite the increasing needs, many ECEC programs struggle with inadequate resources, funding, and training to accommodate children requiring additional support.

## SMART Goals

<b>SMART Goals</b>	<b>What steps will be taken to meet the SMART goal?</b>	<b>How will you know when the SMART goal has been achieved?</b>
<p>By the end of 2024-2025 school year, develop and pilot a toolkit for parents/caregivers to inform them of their rights and empower them to advocate for services for their children with varying levels of development, trauma, and medical complexities that is culturally and linguistically sensitive.</p>	<ul style="list-style-type: none"> <li>• Identify and research categories specific to family needs: healthcare, explanation of services; parental rights; Individualized Education Plan (IEP) process, etc.</li> <li>• Create a cohort of families to provide feedback and pilot the toolkit, making sure the content is understandable and culturally responsive.</li> <li>• Plan for distribution, considering how to best get information to families and in different languages.</li> </ul>	<ul style="list-style-type: none"> <li>• The goal will be achieved when 50% of parents/caregivers indicate an increase in awareness of their rights and services.</li> <li>• The pilot will be completed once participants have provided feedback on the toolkit and a plan for larger dissemination is created.</li> </ul>

	<ul style="list-style-type: none"> <li>• Identify potential partners to provide in-person support for those using the toolkit.</li> <li>• Create pre-pilot and post-pilot surveys to measure the increase of awareness about rights and services</li> </ul>	
<p>Create and implement extensive professional development opportunities for the ECEC workforce and community members specific to providing quality care to children from varying levels of development, trauma, and medical complexities; cultural competency, including identifying implicit bias; providing resources and referrals for services; and fostering positive relationships with families by the end of 2024.</p>	<ul style="list-style-type: none"> <li>• Develop a comprehensive professional development plan, including but not limited to providing a resource guide to existing trainings/resources specific to the identified topics; identifying potential training partners/experts in topic areas; researching accessibility to ECEC workforce and community, etc.</li> <li>• Build a marketing plan and identify potential employer partners to reach those outside of ECEC workforce.</li> <li>• Identify and proactively address participation barriers, such as location of trainings, setting (online vs. in-person), dates, and times.</li> </ul>	<ul style="list-style-type: none"> <li>• This goal will be achieved based on a decrease in the percent of families who report experiences with discrimination.</li> <li>• Additionally, the professional development opportunities will be considered successful with the facilitation of at least 15 community sessions and an average attendance of 10 or more individuals.</li> </ul>
<p>By the start of the 2024-2025 school year, facilitate a Community of Practice (CoP) for Regional Family Support Specialists and similar positions employed by local school districts and Early Childhood Collaborations, providing support to ensure clients receive assistance that supports their educational journey and connects them to needed community resources in a culturally competent manner.</p>	<ul style="list-style-type: none"> <li>• Identify potential cohort participants.</li> <li>• Develop a curriculum for the CoP.</li> <li>• Establish consistent meeting times and dates noting accessibility.</li> <li>• Partner with experts/guest speakers to provide professional development on varying topics.</li> </ul>	<ul style="list-style-type: none"> <li>• This goal will be achieved when the cohort is established and has met at least six times.</li> </ul>

<p>Utilizing funding made available through a countywide mental health grant, develop and implement mental health services and supports for children birth to age five and their families.</p>	<ul style="list-style-type: none"> <li>• Identify potential partner organizations to apply for the mental health grant.</li> <li>• Research grant metrics and deliverables once funding opportunity is released.</li> <li>• Utilizing feedback from the Local Early Childhood Collaboration leaders, provide support for the partnering agency(s) during the grant writing process.</li> <li>• Develop a model for implementing mental health support within the ECEC landscape in Region 19.</li> </ul>	<ul style="list-style-type: none"> <li>• The goal will be achieved if funding is received, and success will be determined by completing grant deliverables.</li> </ul>
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### Risks & Barriers

<b>Anticipated Risks/Barriers to Meeting Goals/Recommendation</b>	<b>Proposed Solutions to Anticipated Risks/Barriers to Meeting Goals/Recommendation</b>
<p>The availability of funding to support SMART goals.</p>	<ul style="list-style-type: none"> <li>• Community partners will leverage existing local resources to fund the various professional development plans proposed.</li> <li>• Experts within the community will volunteer their time and donate meeting space to assist with facilitation.</li> </ul>
<p>Buy-in and participation of ECEC workforce and community.</p>	<ul style="list-style-type: none"> <li>• Community partners will identify and proactively address participation barriers, such as location of trainings, setting, dates, and times to encourage participation.</li> <li>• Leverage the relationships built between the ECEC workforce, Local Early Childhood Collaborations, partner organizations, and community partners to promote and market opportunities for workforce engagement.</li> </ul>

### Additional Engagement with State Organizations, Agencies & Individuals

Council members and Regional staff identified additional community organizations, agencies, and individuals and what role they might need to play in implementing the Action Plan SMART goals and/or recommendation. Local organizations, agencies, and individuals are still being contacted

and their specific role is being defined at this time, so they have not been listed as a part of the Action Plan.

## Possible Funding Sources

Council members identified the following potential sources of additional funding to support the implementation of the recommendation:

- The DuPage Foundation: Utilization of money received from DuPage County to support mental health and address substance misuse that can cover the costs of administration, staff compensation, implementation materials, and more.
- Private, In-Kind Donations: Donations of time and materials to develop and distribute the toolkit.

## Community

The DuPage Foundation facilitates the Bright & Early DuPage initiative dedicated to ensuring children within the community are provided the opportunity to succeed in Kindergarten and beyond. As such, they currently provide funding for eight Early Childhood Collaborations throughout the Region. However, their support for this work goes far beyond fiscal responsibility. In addition, Bright & Early DuPage has established Communities of Practice for the Collaboration leaders and various support staff. They provide professional development opportunities specific to those employed as Family Support Specialists and are currently working on a project to provide developmental milestone resource guides for families.

Additionally, the local Child Care Resource and Referral (CCR&R) Agency, facilitated through the YWCA of Metropolitan Chicago, provides ongoing professional development opportunities for the Early Childhood workforce. Utilizing their expertise and community relationships, the CCR&R provides opportunities for individuals to participate in various learning communities to increase their skills and knowledge on a wide range of topics.

The CCR&R is trying to transition some of its professional development opportunities from exclusively virtual (due to the COVID-19 pandemic) to in-person. Although in-person learning allows for better engagement, virtual options allow more flexibility for participant attendance. It has been difficult to offer opportunities that yield high participation rates to the intended audience; those working directly with young children are often overworked and overwhelmed. Despite offering training during non-working hours (evenings and weekends), the CCR&R has had challenges with large portions of those who have registered not attending the scheduled training.

## Recommendation Implementation

Council members said they will know the recommendation is fully implemented when there is an increase in parent/caregiver comfort and knowledge regarding their rights and the rights of their child(ren). Additionally, success will be measured by an increase in the availability of mental

health support services. Ideally, all children, no matter their level of development, trauma, or medical complexity are afforded the opportunity to partake in high-quality ECEC in a way that meets their needs.

Council members also predict that by fully implementing this recommendation, there will be equitable access to high-quality ECEC programs and services for all children regardless of their level of development or medical complexities, environments that are adaptive and responsive to the diverse needs of the children in care, and demonstrated respect and cultural competency throughout the community, allowing children and families to receive the education and care services they need without judgment or fear.

## Recommendation 3



**An appreciation for the value of the Early Childhood Education and Care (ECEC) workforce that provides equitable wages, mental health support, and obtainable professional development. Intentional solutions to address workforce shortages and retain qualified staff.**

Region 19 faces staffing shortages in ECEC programs and services primarily driven by low staff retention rates and insufficient new teacher recruitment. Existing ECEC professionals endure overwhelming workloads and low wages, impacting the quality of care. Pay disparity persists despite demanding educational qualifications, creating a cyclical problem that limits access to quality programs. Efforts to address this issue, such as the Illinois Department of Human Services' Strengthen and Grow Grants and the Great Start program, offer some relief through periodic compensation supplements. However, the transient nature of these incentives fails to provide lasting motivation for ECEC professionals. Many are considering leaving the field due to the instability and lack of support, highlighting the urgent need for a comprehensive support and resource system to sustain the ECEC workforce and benefit the community's young children.

## SMART Goals

<b>SMART Goals</b>	<b>What steps will be taken to meet the SMART goal?</b>	<b>How will you know when the SMART goal has been achieved?</b>
<p>Develop a marketing campaign to connect current ECEC professionals with the resources available to supplement income and employment benefits, such as access to healthcare and wage supplement programs in anticipation of additional state supports being released in October 2024.</p>	<ul style="list-style-type: none"> <li>• Connect with Services Employees International Union (SEIU) to develop an overview of member benefits, specifically enrollment in any health benefits.</li> <li>• Connect with contacts from healthcare.gov to develop an overview of health care coverage opportunities (i.e. SNAP benefits, government employee health benefits).</li> <li>• Develop a culturally competent marketing campaign to reach all ECEC professionals.</li> <li>• Develop an educational overview of resources, making sessions and information accessible to all, including provision in multiple languages, taking into account cultural differences, and various levels of understanding.</li> <li>• Partner with local social service agencies and community businesses to offer specific resources for members of the ECEC workforce (i.e. Access DuPage, local Chambers of Commerce).</li> <li>• Meet with elected officials to advocate for fair wages/benefits for ECEC professionals.</li> </ul>	<ul style="list-style-type: none"> <li>• The goal will be achieved once the marketing campaign has been fully launched.</li> <li>• Additionally, the marketing campaign will be considered successful when ECEC workforce retention numbers have increased.</li> </ul>
<p>Utilizing funding made available through a countywide mental health grant, develop and implement mental health services and supports to support current ECEC professionals, including self-care and classroom/behavior management</p>	<ul style="list-style-type: none"> <li>• Identify potential partnership organizations to apply for the mental health grant.</li> <li>• Research grant metrics and deliverables once funding opportunity is released.</li> <li>• Utilizing feedback from the Local Early Childhood Collaboration leaders, provide support for the partnering agency(s) during the grant writing process.</li> </ul>	<ul style="list-style-type: none"> <li>• The goal will be achieved if funding is received, and success will be determined by completing grant deliverables.</li> </ul>



	<ul style="list-style-type: none"> <li>• Develop a model for implementing mental health supports within the ECEC landscape in Region 19.</li> </ul>	
<p>Establish a countywide workforce recruitment project, focusing on specific populations such as high school students, stay-at-home parents/caregivers, and culturally representative individuals through marketing and community engagement by the end of 2024.</p>	<ul style="list-style-type: none"> <li>• Work with CCR&amp;R Higher Education Navigators to assess current recruitment/outreach efforts.</li> <li>• Establish relationships with high school staff (i.e. guidance counselors, Early Childhood development instructors) to assess current communication to prospective students and provide education to allow them to foster interest in ECEC career paths.</li> <li>• Leverage local relationships to connect with caregiver playgroups (i.e. libraries) to facilitate conversations with stay-at-home parents/caregivers.</li> <li>• Connect directly with institutions of higher education to assess current recruitment/outreach efforts and the landscape of ECEC professional programs.</li> <li>• Develop metrics to better measure Regional staffing outcomes and vacancies, including tracking where and when staff leave the ECEC field.</li> </ul>	<ul style="list-style-type: none"> <li>• The goal will be achieved with at least 10 new child care programs have been established, including but not limited to license-exempt providers, licensed Family Child Care homes, and licensed child care centers.</li> </ul>
<p>Develop a plan for a Regional shared services model for substitute ECEC teachers to address short-term staffing shortages within Region 19 by the end of 2025.</p>	<ul style="list-style-type: none"> <li>• Work with the Regional Office of Education (ROE) to understand the public school model for providing substitute teachers.</li> <li>• Research and review the metrics/requirements for programs to employ substitute staff, including the opportunity for shared services.</li> <li>• Research other state models and establish connections with successful programs, such as the Wisconsin Early Education Shared Services Network, to leverage their knowledge and expertise.</li> </ul>	<ul style="list-style-type: none"> <li>• The goal will be achieved when a comprehensive strategic plan has been developed.</li> </ul>

	<ul style="list-style-type: none"> <li>Utilizing an in-depth analysis of different systems and metrics, outline a proposal for regulatory changes to permit the implementation of countywide substitute pool.</li> </ul>	
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## Risks & Barriers

<b>Anticipated Risks/Barriers to Meeting Goals/Recommendation</b>	<b>Proposed Solutions to Anticipated Risks/Barriers to Meeting Goals/Recommendation</b>
<p>Child care staffed through non-traditional entities who may qualify for union membership or unemployment benefits may lose staff as those individuals transfer to traditional ECEC programs (such as licensed centers) to gain access to those benefits.</p>	<ul style="list-style-type: none"> <li>A variety of resources to meet the diverse needs of the workforce will be provided. Implementation will consider the different levels of access and utilize provider feedback regarding their needs.</li> </ul>
<p>When recruiting potential ECEC staff, there is a risk of perpetuating employment disparities among traditionally marginalized populations.</p>	<ul style="list-style-type: none"> <li>The lead agency will make concerted efforts to ensure cultural competency in all facets of Action Plan implementation.</li> </ul>
<p>ECEC substitute qualifications and regulations are determined by the DCFS and state regulatory policies. Previous efforts to introduce a countywide substitute pool have been unsuccessful.</p>	<ul style="list-style-type: none"> <li>The workgroup is aware that statewide policy changes require multiple entities and time. The goal with this initiative is to advocate for larger systemic change by providing viable solutions for consideration at the state level.</li> </ul>
<p>Ensure that as a community we are not making assumptions about the needs of the ECEC workforce and take proactive steps to include the voices of those intended to benefit.</p>	<ul style="list-style-type: none"> <li>As part of the Continued Quality Improvement process, follow-up and assessment is integrated into each action step. Birth to Five Illinois: Region 19 will continue to provide agencies with feedback from the community.</li> </ul>
<p>Some professionals looking to utilize the Early Childhood Access Consortium for Equity (ECACE) Scholarship Program have experienced barriers to enrolling in higher education due to unpaid fees or holds on transcripts and accounts.</p>	<ul style="list-style-type: none"> <li>Continue to collaborate with Higher Education Navigators to try and address barriers.</li> </ul>

## Additional Engagement with State Organizations, Agencies & Individuals

Council members and Regional staff identified additional community and state-level organizations, agencies, and individuals and what role they might need to play in implementing the Action Plan SMART goals and/or recommendation. Local organizations, agencies, and

individuals are still being contacted and their specific role is being defined at this time, so they have not been listed as a part of the Action Plan.

## Possible Funding Sources

Council members identified the following potential source of additional funding to support the implementation of the recommendation:

- The DuPage Foundation: Utilization of money received from DuPage County to support mental health and address substance misuse that can cover the costs of administration, staff compensation, implementation materials, and more.
- Private, In-Kind Donations: Discounts from local businesses, special programs supported by local businesses, organizations, and agencies.

## Community

The local Child Care Resource and Referral (CCR&R) Agency, facilitated through the YWCA of Metropolitan Chicago, has recognized the need for ECEC workforce interventions and has implemented innovative solutions to not only retain child care providers, but also to recruit them. With specialized staff who can provide onsite support and professional development opportunities, the CCR&R serves as a resource hub for the child care community.

In 2017, the Wisconsin Early Childhood Association (WECA) recognized the need to address staffing shortages, administrative burdens, and financial challenges within the ECEC landscape and developed the Wisconsin Early Education Shared Services Network (WEESSN).<sup>4</sup> Based on the level of membership, both family and center-based providers can receive access to online business management tools, hiring and employment assistance, professional development, shared back-office staff, and access to a substitute pool. Within the span of three years, WEESSN went from assisting ECEC providers in two counties to providing services statewide. Leveraging community support, they have been recognized nationally for their innovative approach to supporting ECEC within their state.

Recently, the CCR&R partnered with various statewide partners to submit a proposal for shared staffing networks between licensed ECEC programs. During this process, it was determined that each individual would be required to have a separate background check for each physical location. The logistical challenges make the potential almost impossible. The CCR&R has also been working to recruit stay at home parents/caregivers to become Child Care Assistance Program (CCAP) providers. So far, progress has been slow.

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<sup>4</sup> <https://wisconsinearlychildhood.org/programs/weesn/>

## Recommendation Implementation

Council members said they will know the recommendation is fully implemented when ECEC programs and services in the Region are fully and appropriately staffed with highly qualified professionals who are representative of the populations they serve. Subsequently, access to programs and services will no longer be negatively impacted by staffing shortages. ECEC professionals will feel appreciated and respected, while making a livable wage with adequate benefits.

Council members also predict that by fully implementing this recommendation the employment turnover rate within the ECEC field will dramatically decrease within Region 19. Ultimately, programs adequately staffed with highly qualified and culturally representative staff will improve learning outcomes for young children.

## Next Steps



Birth to Five Illinois Regions will continue to use the CQI process and meet with stakeholders this summer to discuss the community's progress on implementation and continue bringing stakeholders together.

As pieces of the Action Plan are implemented, stakeholders will be encouraged to build on those efforts and develop new SMART goals to expand access to ECEC services, programs, and supports, and continue this important work in making Illinois the best state in the nation for families raising young children, with the nation's best Early Childhood Education and Care system.

For more information on Birth to Five Illinois, please visit: [www.birthtofiveil.com](http://www.birthtofiveil.com).



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Birth to Five Illinois is funded by the Illinois Department of Human Services (IDHS) and the Illinois State Board of Education (ISBE) and is a department of the Illinois Network of Child Care Resource and Referral Agencies (INCCRRA).

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## **Section 4: ALICE**

# ALICE IN THE CROSSCURRENTS

2024  
UPDATE

## AN UPDATE ON FINANCIAL HARDSHIP IN ILLINOIS

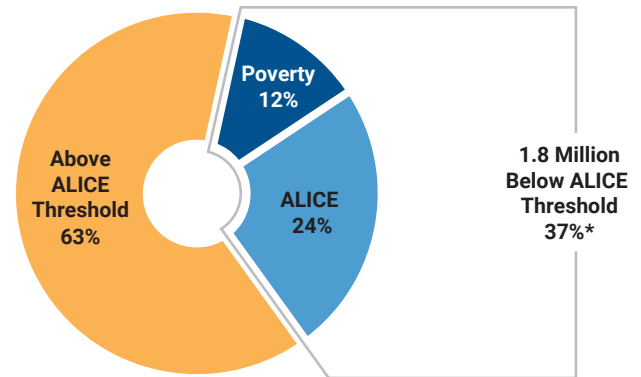
In 2022, financial hardship in Illinois continued to be shaped by the conflicting economic forces of the pandemic, and remained substantially undercounted by official measures.

These powerful crosscurrents – COVID-19, inflation, wage growth, and the expansion and expiration of [pandemic public assistance](#) – impacted how many Illinois households were below the [ALICE Threshold of Financial Survival](#).

Between 2021 and 2022, the number of households in poverty in Illinois decreased by 7,624, while the number of ALICE households increased by 49,875, continuing a more than decade-long trend of growth in the ALICE population. **In 2022, of the 5,040,533 households in Illinois, 1,839,913 – 37%\* – were below the ALICE Threshold.**

With the latest data from the [American Community Survey](#) (2022), the [U.S. Census Bureau's Household Pulse Survey](#) (2023), and the [Federal Reserve Board's Survey of Household Economics and Decisionmaking](#) (SHED) (2022), this Update highlights the conflicting forces that continue to present opportunities for, and barriers to, financial stability in Illinois.

Total Households in Illinois = 5 Million



\* In Illinois in 2022, out of 5,040,533 households, there were 613,598 (12.2%) in poverty plus 1,226,315 (24.3%) ALICE, totaling 1,839,913 (36.5%) below the ALICE Threshold, which is rounded to 37% in this Report.

## KEY TERMS

- **ALICE: Asset Limited, Income Constrained, Employed** – households that earn above the Federal Poverty Level (FPL) but cannot afford the basic cost of living in their county. Despite struggling to make ends meet, ALICE households often do not qualify for public assistance.
- **ALICE Household Survival Budget:** Reflects the minimum costs of household necessities in Illinois (housing, child care, food, transportation, health care, and technology) plus taxes, adjusted for different counties and household types
- **ALICE Threshold of Financial Survival:** Derived from the Household Survival Budget, the minimum average income that a household needs to afford basic costs, calculated for all U.S. counties
- **Below ALICE Threshold:** Includes households in poverty and ALICE households combined
- **ALICE Essentials Index:** A measure of the average change over time in the costs of essential goods and services

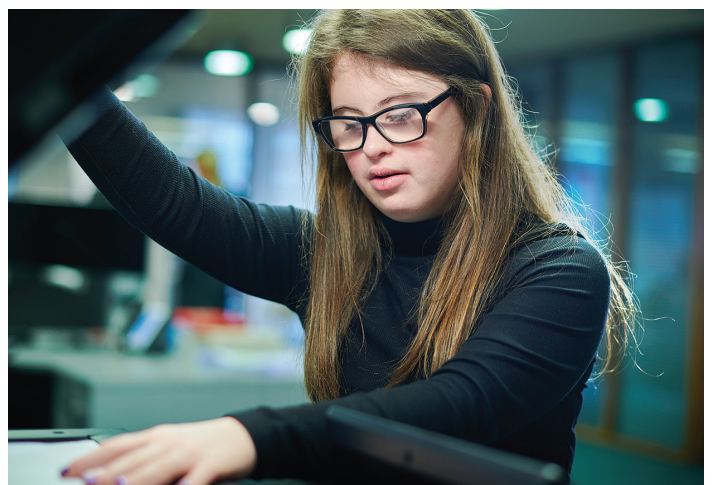


United Way of Illinois

# HOUSEHOLD COSTS, PUBLIC ASSISTANCE, AND WAGES

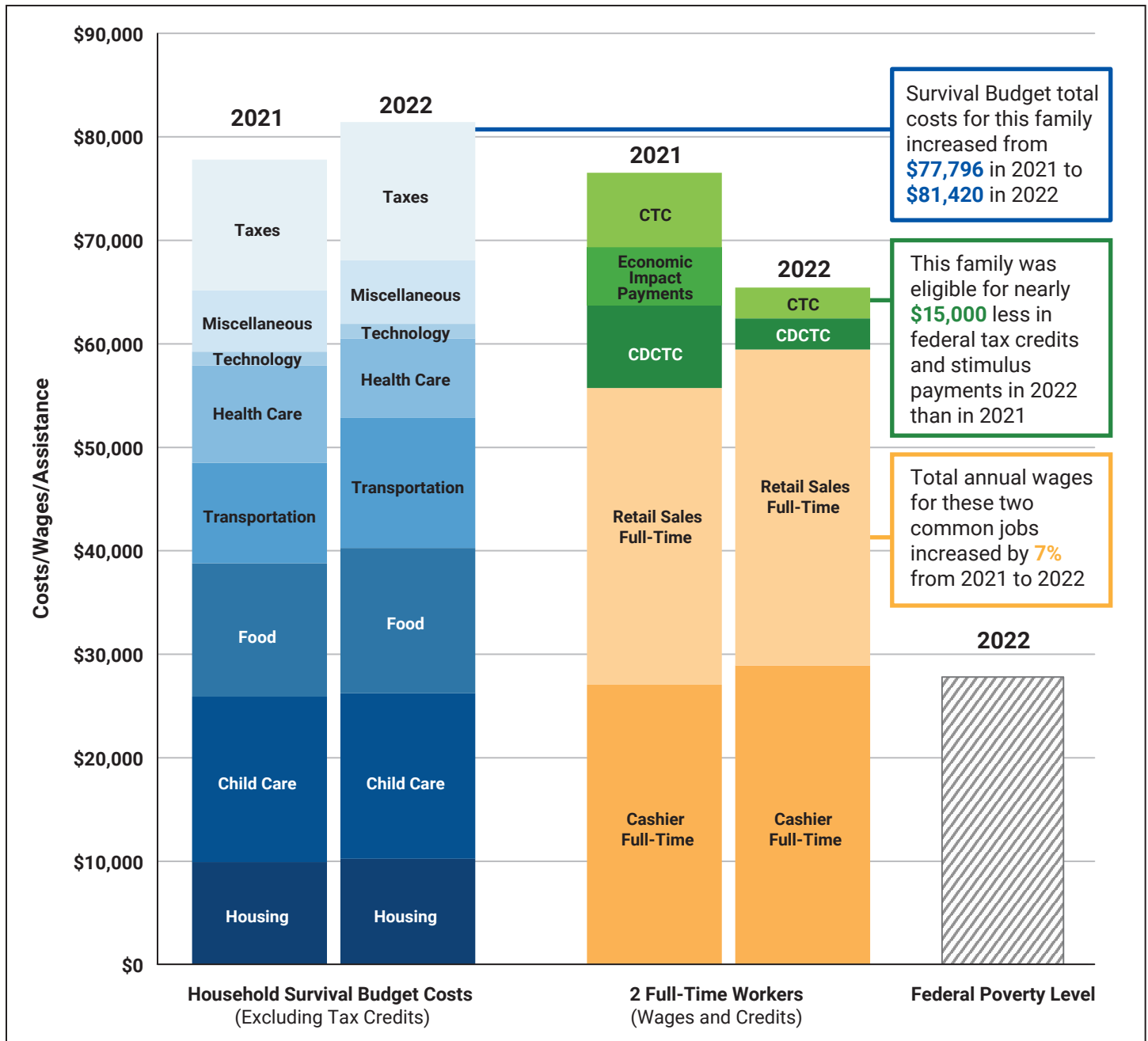
Financial hardship among Illinois households shifted from 2021 to 2022 based primarily on three factors:

- **Costs:** From 2021 to 2022, the ALICE Household Survival Budget for a single adult in Illinois increased from \$25,104 to \$26,520, well above the FPL of \$13,590. For a family of four with an infant and a preschooler, the budget (including tax credits) increased from \$62,916 to \$76,224, well above the FPL of \$27,750. Excluding tax credits, costs for a family of four totaled \$81,420 in 2022, up from \$77,796 in 2021. (More data on inflation is available in the [ALICE Essentials Index](#) June 2024 Update.)
- **Public assistance:** Pandemic assistance had the most pronounced effects on families with children. The Economic Impact Payments and the expansions of the Child Tax Credit (CTC) and the Child and Dependent Care Tax Credit (CDCTC) helped many ALICE families through 2021. But this assistance was substantially reduced when the [2021 American Rescue Plan](#) expired, stimulus payments ended, and tax credits reverted to 2020 levels. In 2022, a family of four with an infant and a preschooler in Illinois was eligible for approximately \$15,000 less in maximum federal tax credits and stimulus payments than in 2021.
- **Wages:** As pandemic assistance wound down, wages increased for most low-wage jobs. For example, median retail sales wages in Illinois increased from \$13.79 per hour in 2021 to \$14.68 per hour in 2022.





# Comparison of Costs, Public Assistance, and Wages, Family of Four, Illinois, 2021 and 2022



Note: CTC = Child Tax Credit, CDCTC = Child and Dependent Care Tax Credit. Full-time income is calculated based on 40 hours per week.

Sources: ALICE Threshold, 2021 and 2022; Bureau of Labor Statistics—Occupational Employment Statistics, 2021 and 2022; Internal Revenue Service, tax credits—CTC, CDCTC, EITC, 2021 and 2022; U.S. Department of the Treasury, 2022 and 2023

See page 13 for Household Survival Budget sources and visit [UnitedForALICE.org/Household-Budgets/Illinois](https://UnitedForALICE.org/Household-Budgets/Illinois) to see the Household Survival Budget for all counties and for any household composition.

Across the country, between 2019 and 2022, [wages for the lowest-paid jobs increased](#) at a faster rate than at any point since 1979. This was in part due to a [tighter labor market](#) in which workers reevaluated their employment situation in the wake of the pandemic and inflation, and employers had to offer more competitive wages to attract and retain them. Minimum wage increases in some states also contributed to this effect. In Illinois, the minimum wage increased from \$9.25 per hour in 2019 to \$12.00 per hour in 2022.

While wage increases helped fill the gap when pandemic assistance ended, they were not enough to make up for

years of falling behind, or for longstanding workplace discrimination. For example, in Illinois in 2022, working women made [\\$13,609](#) less than working men. In 2022, of the 20 most common occupations in Illinois as reported by the Bureau of Labor Statistics (BLS), 60% still paid less than \$20 per hour. And of the workers in these 20 most common occupations, 26% were below the ALICE Threshold in 2022. Occupations with the largest share of ALICE workers included cashiers, personal care aides, cooks, waiters/waitresses, and nursing assistants.

## Labor Characteristics of Most Common Occupations, Illinois, 2019–2022

Most Common Occupations	Total Employment, 2022 (BLS)	Percent of Workers Below ALICE Threshold, 2022 (ACS PUMS)	Median Hourly Wage, 2022 (BLS)	Percent Change in Wage, 2019–2022 (BLS)
Laborers and Freight, Stock, and Material Movers, Hand	204,710	32%	\$17.37	26%
General and Operations Managers	191,820	8%	\$46.78	-3%
Driver/Sales Workers and Truck Drivers	151,670	25%	\$21.52	7%
Retail Salespersons	130,540	27%	\$14.68	22%
Registered Nurses	129,390	10%	\$37.97	10%
Office Clerks, General	126,460	24%	\$18.65	10%
Cashiers	125,690	46%	\$14.00	25%
Fast Food and Counter Workers	119,920	37%	\$13.68	28%
Customer Service Representatives	114,990	22%	\$18.62	7%
Personal Care Aides	101,430	44%	\$15.26	25%
Stockers and Order Fillers	97,800	37%	\$16.81	27%
Cooks	92,440	42%	\$14.98	21%
Elementary and Middle School Teachers	83,250	8%	\$32.89	13%
Waiters and Waitresses	77,500	40%	\$13.08	40%
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	75,840	17%	\$21.18	18%
Maintenance and Repair Workers, General	67,540	18%	\$23.35	16%
Teaching Assistants	66,880	30%	\$14.79	12%
Sales Representatives, Wholesale and Manufacturing	66,500	11%	\$39.05	35%
Bookkeeping, Accounting, and Auditing Clerks	63,510	13%	\$22.80	13%
Nursing Assistants	55,400	40%	\$17.62	27%

Note: BLS = Bureau of Labor Statistics; ACS PUMS = American Community Survey Public Use Microdata Sample. Occupation titles and percent of workers below the ALICE Threshold come from ACS PUMS. ALICE Threshold status is determined by comparing workers' household income to the Household Survival Budget for their household composition and location. Employment and wage numbers are from BLS and are matched to the closest PUMS occupation title (which are generally broader than those in BLS).

Sources: ALICE Threshold, 2022; Bureau of Labor Statistics—Occupational Employment Statistics, 2022; U.S. Census Bureau, American Community Survey, PUMS, 2019 and 2022

To see the most common occupations for workers below the ALICE Threshold in your community, visit [UnitedForALICE.org/ALICE-EVD](https://UnitedForALICE.org/ALICE-EVD). For more data on jobs by hourly wages and full-time, part-time, and hourly work schedules, visit [UnitedForALICE.org/Labor-Force/Illinois](https://UnitedForALICE.org/Labor-Force/Illinois).

# Financial Hardship Over Time

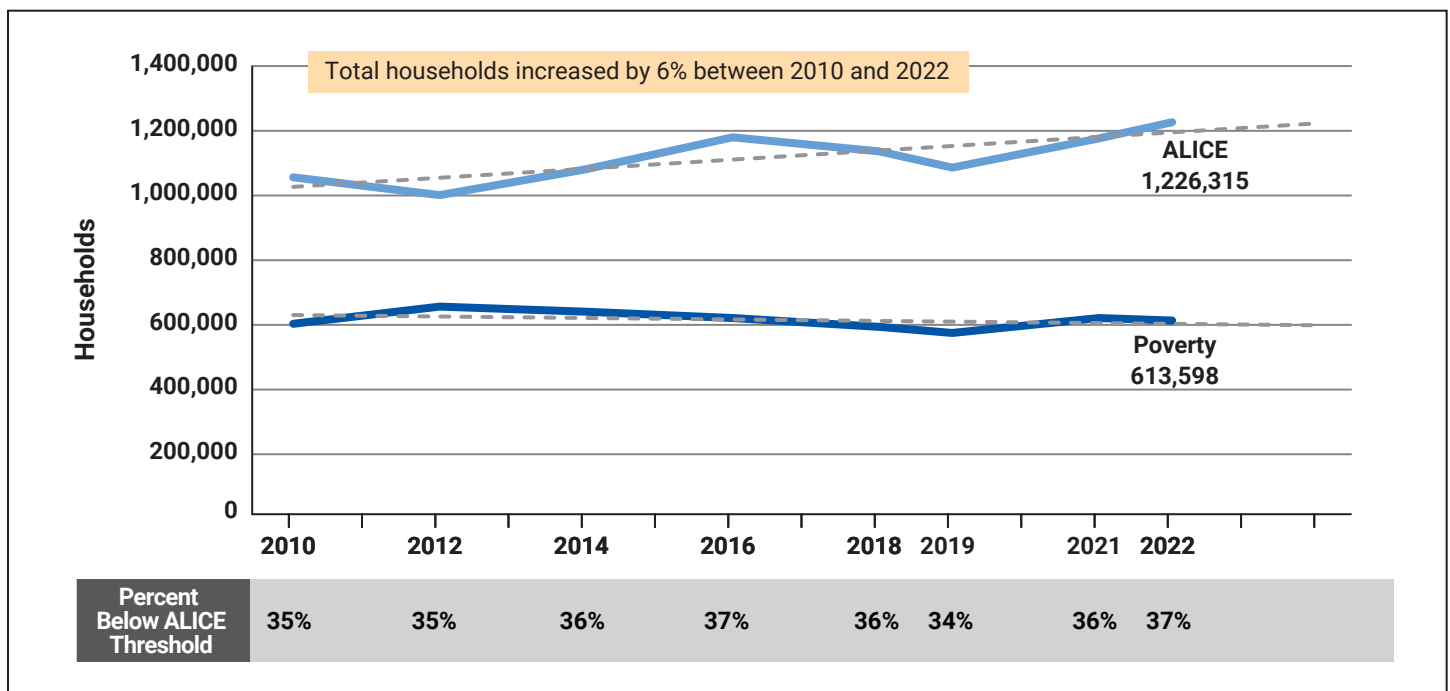
Despite some ups and downs in rates of financial hardship since the end of the Great Recession (2010–2022), the trend is clear: **The number of ALICE households in Illinois has been steadily rising.** During this period, the total number of households in the state increased by 6%. At the same time, households in poverty increased by 2%, and the number of ALICE households increased by 16%. By 2022, 12% (613,598) of all households were below the FPL, and 24% (1,226,315) of all households were ALICE – a combined 37% (1,839,913) of households struggling to make ends meet.

Narrowing the focus to the period around the COVID-19 pandemic, the rate of financial hardship in Illinois increased from 34% of households below the ALICE Threshold in

2019 to 37% in 2022. And by number, households below the Threshold continued to grow, from nearly 1.7 million in 2019 to more than 1.8 million in 2022.

This consistent trend – a growing number of households that are struggling financially, often ineligible for public assistance, and undercounted by official measures – represents a major vulnerability in our economic system. It also suggests that overall social and economic policies are falling short in addressing the root causes of financial instability.

## Households by Income, Illinois, 2010–2022



Note: The gray dashed trend lines in this figure highlight the general direction of the point-in-time data for the years shown. These lines indicate whether the numbers of ALICE and Poverty-Level households have been generally increasing, decreasing, or remaining flat. The ALICE trend line is statistically significant at  $p=0.01$ ; however, the Poverty trend line is not statistically significant, and caution should be used when making predictions.

Sources: ALICE Threshold, 2010–2022; U.S. Census Bureau, American Community Survey, 2010–2022

To see additional data on financial hardship over time in Illinois, visit [UnitedForALICE.org/Illinois](https://UnitedForALICE.org/Illinois).

# SPOTLIGHT ON ALICE DEMOGRAPHICS

## Families With Children

While recent attention has focused on the rising [Supplemental Poverty Rate](#) for children following the expansion and reversal of Child Tax Credits during and after the pandemic, longer-term trends — specifically, the decline in total families with children and the rise in ALICE households — tell a more nuanced story.

The number of households with children in Illinois has declined (down 11% from 2010 to 2022). This trend has been driven by married-parent households, which fell in number from 1,008,071 in 2010 to 879,808 in 2022 (down 13%), and single-female-headed households, which fell from 334,937 in 2010 to 306,191 in 2022 (down 9%). At the same time, the number of single-male-headed households increased slightly, from 103,486 in 2010 to 105,021 in 2022 (up 1%).

Overall, in Illinois, the number of households with children in poverty declined from 2010 to 2022. Also during that time, the number of ALICE households decreased by 11% for married-parent families yet increased for single-female-headed and single-male-headed families (by 20% and 16%, respectively).

By 2022, 30% of families with children in Illinois were below the ALICE Threshold. And longstanding disparities in financial hardship by household type remained: 69% of single-female-headed families and 49% of single-male-headed families were below the ALICE Threshold in 2022, compared to 14% of married-parent families.

## Families With Children, Illinois

	Married-Parent	Single-Female-Headed	Single-Male-Headed
<b>Percent Change 2010 to 2022</b>			
Total Households	▼ Decreased 13%	▼ Decreased 9%	▲ Increased 1%
Households in Poverty	▼ Decreased 37%	▼ Decreased 23%	▼ Decreased 22%
ALICE Households	▼ Decreased 11%	▲ Increased 20%	▲ Increased 16%
<b>Percent Below ALICE Threshold, 2022</b>	<b>14%</b>	<b>69%</b>	<b>49%</b>

Note: Poverty rates for families with children differ from rates for individual children, in part due to different surveys and in part because there are often multiple children in a single household, which can accentuate swings.

Sources: ALICE Threshold, 2010–2022; U.S. Census Bureau, American Community Survey, 2010–2022

### THE COST OF CHILD CARE

Child care remains one of the highest Survival Budget costs for households with children, and the [child care system](#) is still feeling the impact of the COVID-19 pandemic. Provider shortages and lack of affordable care present fewer options for parents. According to the October 2023 Household Pulse Survey, when families in the [East North Central Census Region](#) (which includes Illinois) were asked what they did when child care was closed, unavailable, or unaffordable, the most common responses for respondents below the ALICE Threshold were to cut work hours (37%), to take unpaid leave (27%), or to supervise one or more children while working (16%).

# Households Headed by People Age 65 and Over

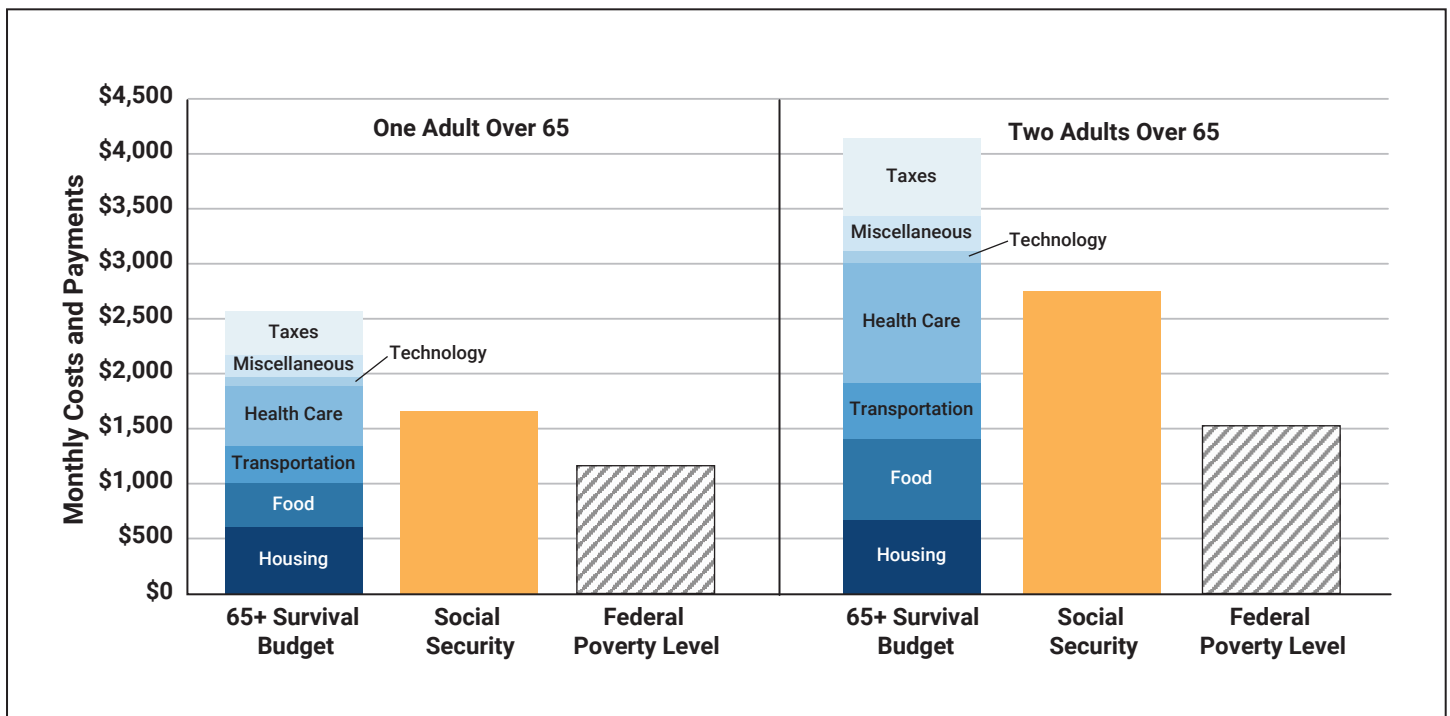
With the [aging of the Baby Boomer generation](#), households headed by people age 65 and over are the fastest-growing age group in Illinois (up 35% between 2010 and 2022). They are also the age group with the most substantial increase in the number of households below the ALICE Threshold (up 33% during the same period).

In 2022, 48% of Illinois' 65+ households were below the ALICE Threshold (658,045). While Social Security helps [reduce the poverty rate for households headed by older adults](#) (12% in Illinois in 2022), benefits have not been enough to help bring older adults to financial stability. As a result,

for more than a decade, a substantial number of these households have been ALICE (37% in 2022). In 2022, monthly costs for the ALICE 65+ Survival Budget for one adult in Illinois were \$906 more than the [average Social Security payment](#) of \$1,657.

With increasing costs and insufficient retirement savings, many older adults have needed to continue working. In 2022, nearly 559,100 people age 65 and over living below the ALICE Threshold in Illinois did not have retirement savings beyond Social Security, and nearly 75,000 were working.

## Monthly ALICE 65+ Survival Budget Total, Average Monthly Social Security Payments, and the Federal Poverty Level, Illinois, 2022



Note: See page 13 for a breakdown of monthly ALICE 65+ Survival Budget cost.

Sources: ALICE 65+ Survival Budget, 2022 (see the ALICE [Methodology](#) for details); Social Security Administration, 2022

# Black, Hispanic, and Indigenous Households

Rates of financial hardship differ substantially by race/ethnicity in Illinois due to [persistent systemic racism](#), [discrimination](#), and [geographic barriers](#) that limit many families' access to resources and opportunities for financial stability. In 2022, 56% of Black, 42% of Native Hawaiian/Pacific Islander, 40% of American Indian/Alaska Native, and 39% of Hispanic households, as well as 39% of households headed by someone of Two or More Races, were below the ALICE Threshold in Illinois, compared to 32% of White and 28% of Asian households. These disparities were mirrored in employment and health insurance.

- **Employment:** Black and Hispanic workers were more likely than White workers to experience [disruptions in employment](#) during the pandemic. And gaps in employment persisted: Overall, adults age 16+ below the ALICE Threshold in Illinois were more likely to not be working, but looking for work (11%) than those above the Threshold (3%) in 2022. The unemployment rate for workers below the Threshold was even higher for Black (20%) compared to White workers (10%).
- **Health insurance:** Policies adopted during the pandemic (2019 to 2022) prohibited disenrollment in Medicaid and enhanced Marketplace subsidies, leading to [health insurance coverage gains](#). Yet disparities by race/ethnicity persist and may widen with the unwinding of Medicaid enrollment. In Illinois, 15.1% of Hispanic and 6.8% of Black, and 6.5% of American Indian/Alaska Native people were [uninsured in 2022](#), compared to 3.9% of White people. Additionally, in 2022, White people in Illinois were more likely to have insurance through their employer (58.8%), compared to 49.4% of American Indian/Alaska Native, 49.0% of Hispanic, and 40.8% of Black people in the state.



# Household Financial Status and Key Demographics, Illinois, 2022

	Total	Below ALICE Threshold	<span style="color: #0056b3;">■</span> Poverty <span style="color: #4f81bd;">■</span> ALICE <span style="color: #ffc000;">■</span> Above ALICE Threshold		
<b>ALL HOUSEHOLDS</b>	5,040,533	1,839,913	12%	24%	63%
<b>AGE</b>					
Under 25 Years	197,013	123,696	32%	31%	37%
25 to 44 Years	1,662,554	508,531	12%	19%	69%
45 to 64 Years	1,822,148	549,641	11%	19%	70%
65 Years and Over	1,358,818	658,045	12%	37%	52%
<b>RACE/ETHNICITY</b>					
American Indian/ Alaska Native	16,621	6,674	7%	33%	60%
Asian	269,946	74,576	9%	19%	72%
Black	695,418	389,585	21%	35%	44%
Hispanic	667,773	260,110	7%	32%	61%
Native Hawaiian/ Pacific Islander	1,762	739	18%	24%	58%
Two or More Races	329,690	130,014	9%	31%	61%
White	3,262,277	1,056,995	7%	26%	68%
<b>HOUSEHOLD TYPE</b>					
Married With Children	879,808	124,262	5%	9%	86%
Single-Female- Headed With Children	306,191	210,862	38%	31%	31%
Single-Male-Headed With Children	105,021	51,837	19%	30%	51%
Single or Cohabiting, Under 65, no Children	2,390,695	794,907	11%	22%	67%
<b>RURAL/URBAN</b>					
Rural	638,106	259,340	13%	27%	59%
Urban	4,402,427	1,580,573	12%	24%	64%

Note: The groups shown in this figure are based on head of household and overlap across categories. Within the race/ethnicity category, all racial categories except Two or More Races are for one race alone. Race and ethnicity are overlapping categories; in this Update, the American Indian/Alaska Native, Asian, Black, Native Hawaiian (includes other Pacific Islanders), and Two or More Races groups may include Hispanic households. The White group includes only White, non-Hispanic households. The Hispanic group may include households of any race. Because household poverty data is not available for the American Community Survey's race/ethnicity categories, annual income below \$15,000 is used as a proxy. Counties are defined as rural or urban based on the USDA's designation of metropolitan or non-metropolitan at the census tract level. Counties with 50% or more of the population in metropolitan tracts are designated as urban; those with 50% or more of the population in non-metropolitan tracts are designated as rural. In Illinois in 2022, out of 5,040,533 households, there were 613,598 (12.2%) in poverty plus 1,226,315 (24.3%) ALICE, totaling 1,839,913 (36.5%) below the ALICE Threshold, which is rounded to 37% in this Report.

Sources: ALICE Threshold, 2022; American Community Survey, 2022

# ALICE REMAINS IN THE CROSSCURRENTS

Many ALICE households face [ongoing distress](#) because they have not recovered from the Great Recession, debt accumulation, a job loss, or other major challenges. Many are working hard and still struggling to find safe housing, quality child care, nutritious food, accessible health care, and reliable transportation that they can afford. Rising wages and pandemic assistance mitigated some of the financial impact of business disruptions, a health crisis, and rising inflation that characterized the past few years. In 2022, 37% of Illinois households were still struggling—[ranking](#) Illinois 12<sup>th</sup> among all states and the District of Columbia in financial hardship (with 1<sup>st</sup> representing the lowest rate of hardship). Insights from the Federal Reserve SHED and the Household Pulse Survey help explain why:



## Inflation is Hitting ALICE Harder

- **The cost of basics** is increasing faster than the overall rate of inflation, as reported by the [ALICE Essentials Index](#). And it continues to be as difficult for ALICE to keep up with bills in 2023 as it was at the height of the pandemic. According to the Household Pulse Survey, 56% of households below the ALICE Threshold in Illinois reported that it was somewhat or very difficult to pay for usual items such as food, rent or mortgage, car payments, and medical expenses in October 2023, similar to 55% in August 2020.
- **Housing costs** are on the rise in many parts of the state, and the impact is greater for those who were already struggling financially. According to the Federal Reserve SHED, in 2022, 36% of households below the ALICE Threshold in Illinois reported that their rent or mortgage had increased in the prior 12 months (compared to 26% of households above the Threshold).

## Changes in Public Assistance Impact ALICE

- **Food assistance:** Increased need for food assistance was a hallmark of the pandemic. Food pantries experienced a substantial increase in demand for services, and Supplemental Nutrition Assistance Program (SNAP) eligibility criteria broadened and monthly payments increased (through February 2023). In 2022, the need remained high, with one in six Americans (49 million) [receiving private charitable food assistance](#) — down from the height of the pandemic, but still up markedly from 40 million in 2019. In part due to the SNAP income eligibility level in Illinois (165% of the FPL), public food assistance was not accessible to all households that were struggling financially: Only 50% of all Illinois households in poverty and 23% of all ALICE households participated in SNAP in 2022. Among all eligible people, estimated [SNAP participation rates were higher](#). [Strengthening outreach efforts](#), particularly to underserved communities, is a critical step toward increasing access to and participation in SNAP.
- **Rent:** With rising costs, the expiration of [pandemic rental assistance](#), and the end of [state](#) and [federal eviction bans](#), many Illinoisans continued to struggle to pay their rent. In Illinois in 2022, 68% of households below the ALICE Threshold were rent burdened (paying more than 30% of their income on rent) and 43% were severely rent burdened (paying more than 50% of their income on rent). According to the Household Pulse Survey, 18% of renter households below the ALICE Threshold in Illinois were behind on rent payments in October 2023.



# ALICE is Less Prepared for Crises and Retirement
















- **ALICE struggles to save:** According to the SHED, 49% of households below the ALICE Threshold had emergency savings (or rainy day funds) that would cover their expenses for three months in the event of sickness, job loss, economic downturn, or another emergency in 2022, compared to 69% of those above the Threshold.
- **ALICE debt and additional hardship:** Medical debt generally reflects [poorer health](#) and lower rates of health care coverage, and can lead to [lower credit scores](#) and [additional financial hardship](#). Additionally, the [consequences of medical debt](#) are not experienced equally; those with lower incomes and people of color are more likely than their counterparts to be contacted by collection agencies and denied future care.
- **Financial hardship impedes retirement savings:** According to the SHED, in 2022 while 29% of all non-retired adults and 41% of non-retired adults above the ALICE Threshold in Illinois reported that their retirement savings plan was currently on track, only 12% of those below the Threshold reported the same.
- **Financial hardship takes a toll on mental health:** The negative impact of financial stress on mental health has been [well established](#). According to the Household Pulse Survey, 16% of respondents below the ALICE Threshold in Illinois reported feeling nervous, anxious, or on edge nearly every day over the prior two weeks in October 2023 – down from August 2020 (27%), yet still higher than for those above the Threshold (11% in 2023).

This research shows a clear trend in our communities and our economy: Financial hardship is widespread, and it is not going away. The current system is not working for ALICE. The narrative in this Update helps make the case for innovative, cross-sector change in Illinois and across the U.S. The data, tools, and resources on the [United For ALICE](#) website can equip business, government, education, and nonprofit leaders to make data-informed decisions that address the root causes of financial hardship. Collaborative effort at all levels – local, state, and federal – will be needed to change the trajectory for ALICE households.



# ALICE ONLINE

Visit [UnitedForALICE.org](https://UnitedForALICE.org) to explore interactive data and resources. Click the icons below to get started.

 <p><b>Interactive Maps</b> Data at the state, county, municipal, and ZIP-code levels</p>	 <p><b>ALICE Demographics</b> Information about ALICE households by age, race/ethnicity, household type, and location</p>	 <p><b>County Reports</b> An in-depth look at ALICE data, county by county</p>
 <p><b>Data Sheet</b> Spreadsheet of ALICE data over time and by location</p>	 <p><b>ALICE Household Budgets</b> ALICE Household Survival and Stability Budgets for the state and one or more counties</p>	 <p><b>ALICE Essentials Index</b> Key data on the increase in the cost of household basics over time</p>
 <p><b>Legislative District Tool</b> ALICE data by legislative district, including state upper and lower chambers and congressional districts</p>	 <p><b>National Overview</b> National ALICE data and a comparison of financial hardship across U.S. states</p>	 <p><b>Economic Viability Dashboard</b> Key data on the local economic conditions that matter most to ALICE households: Work, Housing, and Community Resources</p>
 <p><b>Research Advisory Committees</b> Information about the members and role of these critical groups</p>	 <p><b>ALICE Methodology</b> Overview of the sources and calculations used in the ALICE research</p>	 <p><b>Equity for ALICE</b> Creating equity for ALICE by illustrating how structural racism and systemic barriers limit life outcomes, and working to remove those barriers so that all people can participate fully in all aspects of our social and economic systems</p>
 <p><b>ALICE Voices</b> Are you ALICE? Use this tool to share your story</p>	 <p><b>ALICE in Action</b> Programs, practices, and policy changes implemented by partners across the United For ALICE network</p>	 <p><b>ALICE Videos</b> Videos that highlight the ALICE research and partner network</p>

# ALICE RESEARCH & METHODOLOGY

The Household Survival Budget calculates the cost of household essentials for each county in Illinois and relies on a wide range of public data sources, listed below. For household income, the ALICE measures rely on the U.S. Census Bureau’s American Community Survey (ACS) – both household tabulated data and individual data from the Public Use Microdata Sample (PUMS) records. Household costs are compared to household income to determine if households are below the ALICE Threshold.

The latest [ALICE Methodology](#) review was completed in the summer of 2023. Methodology enhancements include:

- Health care costs:** A “poor health multiplier” is used to capture the additional costs lower-income households incur for being in poor or fair health. Based on the latest research, out-of-pocket costs in the health care line item are increased by 19% (a more conservative estimate than the 30% used in prior years).
- Broadband added:** To reflect the finding that the majority of Americans now [have home broadband](#), basic broadband internet has been added to technology costs. The smartphone plan has been updated to include an unlimited (albeit less expensive than the previous 10GB version) smartphone plan for each adult in the household.
- Determining ALICE status:** For 2021 data and years prior, the ALICE Threshold was rounded to the nearest ACS income bracket (e.g., Threshold of \$32,500 corresponded to bracket \$30,000–\$34,999; all households in that bracket were below the ALICE Threshold). Starting this year (2022 data), the Threshold is calculated in proportion to where it falls within the bracket (e.g., if Threshold is \$32,500, half of households in the bracket are below the Threshold).

ALICE Household Survival Budget, Illinois, 2022			
	Single Adult (Age 18–64)	Single Adult (Age 65+)	2 Adults, 1 Infant, 1 Preschooler
<b>Monthly Costs</b>			
Housing – Rent	\$445	\$445	\$539
Housing – Utilities	\$163	\$163	\$310
Child Care	-	-	\$1,334
Food	\$430	\$397	\$1,171
Transportation	\$403	\$340	\$1,048
Health Care	\$188	\$543	\$640
Technology	\$86	\$86	\$116
Miscellaneous	\$172	\$197	\$516
Tax Before Credits	\$323	\$392	\$1,111
<b>Monthly Total</b>	\$2,210	\$2,563	\$6,785
<b>ANNUAL TOTAL Before Tax Credits</b>	\$26,520	\$30,756	\$81,420
Tax Credits (CTC and CDCTC)	\$0	\$0	(\$5,196)
<b>ANNUAL TOTAL With Tax Credits</b>	\$26,520	\$30,756	\$76,224
<b>Full-Time Hourly Wage</b>	<b>\$13.26</b>	<b>\$15.38</b>	<b>\$38.11</b>

Note: CTC = Child Tax Credit, CDCTC = Child and Dependent Care Tax Credit. Full-time hourly wage represents the wage needed at 40 hours per week to support the annual total, with credits. For the family of four, this represents the combined wage needed for two workers. Many households incur higher costs, especially for housing, as units may not be available at Fair Market Rent.

Sources: AAA, 2022; Agency for Healthcare Research and Quality, 2022; American Community Survey, 2022; Bureau of Labor Statistics, 2022—Consumer Expenditure Surveys; Bureau of Labor Statistics, 2022—Occupational Employment Statistics; Centers for Medicare & Medicaid Services, 2023—Medicare - Chronic Conditions; Centers for Medicare & Medicaid Services, 2020—Medicare Current Beneficiary Survey; Centers for Medicare & Medicaid Services, 2023; Federal Reserve Bank of Atlanta—Policy Rules Database; Federal Highway Administration, 2017; Feeding America, 2023; Frank, 2022; Illinois Department of Human Services, 2021; Internal Revenue Service, 2022; Medicare.gov; The Zebra, 2022; U.S. Department of Agriculture, 2022—Official USDA Food Plans; U.S. Department of Housing and Urban Development, 2022—Fair Market Rents; USTelecom, 2022.

To view ALICE Household Survival Budgets for all counties and for any household composition, visit [UnitedForALICE.org/Household-Budgets/Illinois](https://UnitedForALICE.org/Household-Budgets/Illinois).

**Data Notes:** The income data used in this Update rely on ACS estimates. The ACS is based on a representative sample, rather than all housing units and people; therefore, these estimates have a [degree of uncertainty](#). Some data points are geographic averages, others are one- or five-year averages depending on population size (see the [Data Sheet](#) for details). Percentages are rounded to whole numbers, sometimes resulting in percentages totaling 99% or 101%. ALICE analysis includes households regardless of work status, as employment is fluid and most households have members who are working, have worked, are out on disability, or are looking for work. ALICE analysis does not include people who are unhoused or living in group quarters.

# ABOUT UNITED FOR ALICE AND OUR PARTNERS

*ALICE in the Crosscurrents: An Update on Financial Hardship in Illinois* is brought to you by [United Way of Illinois](#) in partnership with [United For ALICE](#), a driver of innovative research and action around financial hardship for ALICE households. With a commitment to [racial and economic justice](#), United For ALICE and United Ways across Illinois share this work with foundations, government, corporations, and other nonprofits to inform policy and promote positive change for ALICE households. The grassroots ALICE movement, developed by United Way of Northern New Jersey, has spread to 31 states and the District of Columbia. Learn more about the ALICE movement [here](#).

To create the ALICE Reports, our [team of researchers](#) works with [Research Advisory Committees](#) composed of experts from our partner states. This work is guided by our rigorous [methodology](#), which is updated biennially with experts from across our Research Advisory Committees.

United For ALICE partners with the [United Way of Illinois](#) to bring this research to Illinois.



## United Way of Illinois

To learn more about how you can get involved in advocating and creating change for ALICE in Illinois, contact: **Eithne McMenamin** at [Eithne.McMenamin@liveunitedchicago.org](mailto:Eithne.McMenamin@liveunitedchicago.org).

To access interactive ALICE data and resources for Illinois, go to [UnitedForALICE.org/Illinois](https://UnitedForALICE.org/Illinois).

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# Appendix B: Survey Materials

## **Section 1: Service Users Survey**



## DUPAGE COUNTY COMMUNITY SERVICES SURVEY

DuPage County 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 DuPage ? (**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) _____
- 5a. Overall, how would you rate the services you or members of your household received from the DuPage County Department of Community Services?  
 Excellent  
 Good  
 Fair → Why did you rate the services received as fair or poor? \_\_\_\_\_  
 Poor →
- 5b. What suggestions do you have for changes or additions to the services provided by the DuPage County Department of Community Services? \_\_\_\_\_
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?

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## 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)**

- Finding affordable, quality, licensed child care in a convenient location
- Finding evening, nighttime, weekend or before/after school child care
- Screening for early intervention services (speech, developmental, mental, physical)
- Paying for child care
- Paying for school supplies, fees, or activities
- Other child care and child development needs (PLEASE SPECIFY) \_\_\_\_\_
- Finding child care for children ages 0-3
- Caring for children ages 0-3 at home
- None of the above
- 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)**

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

- Getting food or food assistance
- Getting access to senior congregate meal sites (meals served in a group setting)
- Getting nutritious foods during pregnancy
- Learning how to shop and cook for healthy eating or dietary restrictions (e.g., gluten free)
- Getting meals delivered to your home for a senior or disabled individual
- Obtaining breastfeeding education and assistance
- Other food and nutrition needs (PLEASE SPECIFY) \_\_\_\_\_
- 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)**

- Having access to transportation
- Disciplining a child more effectively
- How to help a child coping with emotional issues
- Buying a dependable car
- Talking to a child about inappropriate behavior/ addressing a child's inappropriate behavior (e.g., bullying, drugs, sex)
- Learning how to set goals and plan for your family
- Paying for car repairs
- Paying for car insurance, registration or license fees
- Other family support needs (PLEASE SPECIFY) \_\_\_\_\_
- 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?  
 Yes (**GO TO QUESTION 19**)                       No (**GO TO QUESTION 20**)                       Don't know (**GO TO QUESTION 20**)
19. Do you receive reduced price internet service?  
 Yes                       No                       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 2023 annual household income? Please consider all sources of income, before taxes, for everyone living with you in 2023.  
 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.**



## ENCUESTA SOBRE LOS SERVICIOS COMUNITARIOS DEL CONDADO DE DUPAGE

**El condado de DuPage desea conocer los retos y necesidades de residentes como usted. La información recolectada será usada para asegurar que los servicios estén disponibles en el futuro para atender las necesidades de los residentes del condado de DuPage. Todas las respuestas de la encuesta serán confidenciales.**

1. ¿Vive en el condado de DuPage?  
 Sí  No (Gracias por su tiempo, pero a efectos de esta encuesta tiene que vivir en el condado de DuPage)
  
2. ¿Cuál es su código postal? \_\_\_\_\_
  
3. En los últimos 12 meses, ¿cuál es el **mayor** reto que han experimentado usted y su familia? (**MARCAR SOLO UNA CASILLA**)
 

<input type="checkbox"/> Vivienda	<input type="checkbox"/> Educación	<input type="checkbox"/> Otro (ESPECIFICAR)
<input type="checkbox"/> Cuidado de niños	<input type="checkbox"/> Alimentación/nutrición	_____
<input type="checkbox"/> Empleo	<input type="checkbox"/> Problemas financieros	<input type="checkbox"/> No ha experimentado ningún reto
<input type="checkbox"/> Salud/salud mental	<input type="checkbox"/> Transporte	

### I. SERVICIOS RECIBIDOS

4. En los últimos 12 meses, ¿recibieron usted o los miembros de su hogar algún servicio del Departamento de Servicios Comunitarios del condado de DuPage?  
 Sí (**PASAR A LA PREGUNTA 5**)  No (**PASAR A LA PREGUNTA 6**)
  
5. ¿Qué servicios recibieron usted o los miembros de su hogar del Departamento de Servicios Comunitarios del condado de DuPage? (**MARCAR TODAS LAS QUE CORRESPONDAN**)
 

<input type="checkbox"/> Servicios para la tercera edad	<input type="checkbox"/> Asistencia para el alquiler/hipoteca	<input type="checkbox"/> Otro (ESPECIFICAR)
<input type="checkbox"/> LIHEAP (Programa de asistencia energética para el hogar)	<input type="checkbox"/> Remisión a otras agencias de servicios sociales	_____
	<input type="checkbox"/> Asistencia para el transporte	
  
- 5a. En general, ¿cómo calificaría los servicios que usted o los miembros de su hogar recibieron del Departamento de Servicios Comunitarios del condado de DuPage?
 

<input type="checkbox"/> Excelentes	
<input type="checkbox"/> Buenos	
<input type="checkbox"/> Regulares	→ ¿Por qué calificó los servicios recibidos como regulares o malos? _____
<input type="checkbox"/> Malos	→
  
- 5b. ¿Qué sugerencias tiene sobre cambios o adiciones a los servicios prestados por el Departamento de Servicios Comunitarios del condado de DuPage?  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
  
6. En los últimos 12 meses, ¿de qué agencias/organizaciones del condado de DuPage han recibido servicios usted o los miembros de su hogar?

7. ¿Cuáles de las siguientes dificultades o barreras han experimentado usted o los miembros de su hogar para acceder a los servicios? (**MARCAR TODAS LAS QUE CORRESPONDAN**)

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> Falta de transporte                     | <input type="checkbox"/> El tiempo transcurrido desde la programación de la cita hasta la recepción de los servicios es demasiado largo | <input type="checkbox"/> Otro (ESPECIFICAR) _____ |
| <input type="checkbox"/> Ubicación de los servicios              |   |   |
| <input type="checkbox"/> Horario de los servicios no conveniente |   |   |
| <input type="checkbox"/> Barreras del idioma                     |   |   |

8. ¿Qué servicios, si los hay, han necesitado usted o los miembros de su familia que no estaban disponibles en el condado de DuPage?

\_\_\_\_\_

\_\_\_\_\_

## II. NECESIDADES ACTUALES

9. ¿Con cuál de las siguientes necesidades de **salud** podría usted o alguien de su hogar necesitar ayuda? (**MARCAR TODAS LAS QUE CORRESPONDAN**)

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Encontrar un seguro médico o dental asequible      | <input type="checkbox"/> Pagar los gastos médicos (p. ej., revisiones médicas u odontológicas, recetas, lentes, prótesis auditiva, sillas de ruedas) | <input type="checkbox"/> Tratamiento de salud mental, incluyendo el tratamiento del estrés, depresión o ansiedad |
| <input type="checkbox"/> Encontrar atención médica o dental                 | <input type="checkbox"/> Conseguir planificación familiar o anticonceptivos  | <input type="checkbox"/> Abuso físico, emocional o sexual  |
| <input type="checkbox"/> Conseguir atención médica o un seguro para un hijo | <input type="checkbox"/> Tratamiento contra las drogas o el alcohol  | <input type="checkbox"/> Otras necesidades de salud (ESPECIFICAR) _____  |
|   |  | <input type="checkbox"/> Ninguna de las anteriores   |

10. ¿Con cuál de las siguientes necesidades de **vivienda** podrían usted o alguien de su hogar necesitar ayuda? (**MARCAR TODAS LAS QUE CORRESPONDAN**)

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Encontrar un refugio de emergencia                  | <input type="checkbox"/> Educación sobre los derechos y responsabilidades de los arrendatarios/inquilinos | <input type="checkbox"/> Pagar el alquiler o la hipoteca, los depósitos de alquiler/tarifas de solicitud |
| <input type="checkbox"/> Encontrar una vivienda asequible                    | <input type="checkbox"/> Aprendizaje de técnicas básicas de reparación y mantenimiento de la vivienda     | <input type="checkbox"/> Cambios en el hogar para una persona con discapacidades                         |
| <input type="checkbox"/> Pago inicial/costos de cierre para comprar una casa | <input type="checkbox"/> Encontrar servicios de reparación de vivienda                                    | <input type="checkbox"/> Trabajos de jardinería, remoción de nieve, lavandería o tareas domésticas       |
| <input type="checkbox"/> Calificar para un préstamo para comprar una casa    | <input type="checkbox"/> Hacer que su casa sea más eficiente desde el punto de vista energético           | <input type="checkbox"/> Otras necesidades de vivienda (ESPECIFICAR) _____                               |
| <input type="checkbox"/> Educación sobre la propiedad de la vivienda         |   | <input type="checkbox"/> Ninguna de las anteriores   |

11. ¿Con cuál de las siguientes necesidades de **empleo** podrían usted o alguien de su hogar necesitar ayuda? (**MARCAR TODAS LAS QUE CORRESPONDAN**)

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Encontrar un trabajo a tiempo completo | <input type="checkbox"/> Aprender a presentar una entrevista de trabajo                                | <input type="checkbox"/> Encontrar un centro de cuidado infantil         |
| <input type="checkbox"/> Solicitar un puesto de trabajo         | <input type="checkbox"/> Capacitación/educación para un trabajo  | <input type="checkbox"/> Otras necesidades de empleo (ESPECIFICAR) _____ |
| <input type="checkbox"/> Redactar un currículum vitae           | <input type="checkbox"/> Conseguir la ropa o el equipo adecuado (p. ej., herramientas) para un trabajo | <input type="checkbox"/> Ninguna de las anteriores                       |

12. ¿Con cuál de las siguientes necesidades de educación de adultos podrían usted o alguien de su hogar necesitar ayuda?

**(MARCAR TODAS LAS QUE CORRESPONDAN)**

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Obtener un diploma de escuela secundaria o GED/HSED             | <input type="checkbox"/> Aprender a usar una computadora                              | <input type="checkbox"/> Otras necesidades de educación para adultos (ESPECIFICAR) _____ |
| <input type="checkbox"/> Obtener un título universitario de 2 o 4 años                   | <input type="checkbox"/> Mejorar la comunicación o las habilidades lingüísticas       | <input type="checkbox"/> Ninguna de las anteriores                                       |
| <input type="checkbox"/> Información sobre programas de escuelas técnicas o aprendizajes | <input type="checkbox"/> Aprender inglés como segundo idioma                          |  |
|  | <input type="checkbox"/> Completar formularios de ayuda universitaria (p. ej., FAFSA) |  |

**RESPONDA A LA PREGUNTA 13 ÚNICAMENTE SI HAY NIÑOS MENORES DE 18 AÑOS EN SU HOGAR**

13. ¿Con cuál de las siguientes necesidades **de cuidado y desarrollo infantil** podrían usted o alguien de su hogar necesitar ayuda? **(MARCAR TODAS LAS QUE CORRESPONDAN)**

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Encontrar un centro de cuidado infantil asequible, de calidad y con licencia en un lugar conveniente | <input type="checkbox"/> Encontrar un centro preescolar de calidad para niños de 3 a 5 años   | <input type="checkbox"/> Cuidar a los niños de 0 a 3 años en casa  |
| <input type="checkbox"/> Pagar por el cuidado infantil  | <input type="checkbox"/> Encontrar un centro de cuidado infantil por la tarde, noche, fin de semana o antes o después de la escuela | <input type="checkbox"/> Evaluar los servicios de intervención temprana (del habla, del desarrollo, mentales, físicos) |
| <input type="checkbox"/> Encontrar un centro de cuidado infantil para niños de 0 a 3 años                                     | <input type="checkbox"/> Pagar por los útiles escolares, las cuotas o las actividades   | <input type="checkbox"/> Otras necesidades de cuidado y desarrollo infantil (ESPECIFICAR) _____                        |
|   |   | <input type="checkbox"/> Ninguna de las anteriores   |

14. ¿Con cuál de las siguientes necesidades **financieras/legales (gestión de ingresos)** podrían usted o alguien de su hogar necesitar ayuda? **(MARCAR TODAS LAS QUE CORRESPONDAN)**

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Elaboración de un presupuesto y gestión del dinero                                       | <input type="checkbox"/> Pagar gastos inesperados o de emergencia                   | <input type="checkbox"/> Conseguir ayuda legal cuando se le niegan beneficios públicos                                 |
| <input type="checkbox"/> Abrir una cuenta corriente o de ahorro   | <input type="checkbox"/> Problemas con los préstamos de día de pago o de título     | <input type="checkbox"/> Conseguir mobiliario básico, electrodomésticos o artículos para el hogar                      |
| <input type="checkbox"/> Completar los formularios de impuestos   | <input type="checkbox"/> Problemas de ejecución hipotecaria/quiebra/reposición      | <input type="checkbox"/> Conseguir ropa, zapatos o artículos de cuidado personal como jabón, pañales y papel higiénico |
| <input type="checkbox"/> Problemas con una tarjeta de crédito o una compañía de préstamos                         | <input type="checkbox"/> Problemas con la custodia o manutención de los hijos       | <input type="checkbox"/> Otras necesidades financieras/legales (ESPECIFICAR) _____                                     |
| <input type="checkbox"/> Problemas con el pago de facturas, como los servicios públicos o las tarjetas de crédito | <input type="checkbox"/> Conseguir protección en situaciones de violencia doméstica | <input type="checkbox"/> Ninguna de las anteriores   |
|   | <input type="checkbox"/> Problemas legales de deportación o inmigración             |  |
|   | <input type="checkbox"/> Borrar antecedentes penales                                |  |

15. ¿Con cuál de las siguientes necesidades **alimentarias y nutricionales** podrían usted o alguien de su hogar necesitar ayuda? **(MARCAR TODAS LAS QUE CORRESPONDAN)**

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Conseguir alimentos o asistencia alimentaria   | <input type="checkbox"/> Conseguir acceso a sitios de comidas colectivas para personas mayores (comidas servidas en grupo) | <input type="checkbox"/> Conseguir alimentos nutritivos durante el embarazo                 |
| <input type="checkbox"/> Aprender a comprar y cocinar para una alimentación saludable o restricciones dietéticas (p. ej., sin gluten) | <input type="checkbox"/> Conseguir comidas a domicilio para una persona mayor o discapacitada                              | <input type="checkbox"/> Conseguir educación y asistencia para la lactancia materna         |
|   |  | <input type="checkbox"/> Otras necesidades alimentarias y nutricionales (ESPECIFICAR) _____ |
|   |  | <input type="checkbox"/> Ninguna de las anteriores  |

16. ¿Con cuál de las siguientes necesidades de **apoyo familiar** podrían usted o alguien de su hogar necesitar ayuda?

**(MARCAR TODAS LAS QUE CORRESPONDAN)**

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Tener acceso a transporte                          | <input type="checkbox"/> Disciplinar a un niño de manera más eficaz  | <input type="checkbox"/> Cómo ayudar a un niño a afrontar problemas emocionales       |
| <input type="checkbox"/> Comprar un automóvil confiable                     | <input type="checkbox"/> Hablar con un niño sobre el comportamiento inadecuado o abordar el comportamiento inadecuado de un niño (p. ej., acoso, drogas, sexo) | <input type="checkbox"/> Aprender a establecer objetivos y planificar para su familia |
| <input type="checkbox"/> Pagar las reparaciones del automóvil               |  | <input type="checkbox"/> Otras necesidades de apoyo familiar (ESPECIFICAR) _____      |
| <input type="checkbox"/> Pagar el seguro de automóvil, matrícula o licencia |  | <input type="checkbox"/> Ninguna de las anteriores                                    |

### III. ACTIVIDADES COMUNITARIAS Y CÍVICAS

17. En los últimos 12 meses, ¿participaron usted o alguien de su hogar en las siguientes actividades?

	Sí	No	No lo sé
a. Inscribirse para votar en unas elecciones locales, estatales o nacionales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Ser voluntario o participar en una organización, asociación o grupo, como la Asociación de Padres y Maestros (PTA), Kiwanis o un grupo de la iglesia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Trabajar con otros para resolver un problema de la comunidad	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### IV. TECNOLOGÍA Y ACCESO A INTERNET

18. ¿Tiene acceso a Internet de alta velocidad en su casa a través de un teléfono inteligente, una tableta, un iPad, un computador de escritorio o portátil u otro dispositivo?

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Sí ( <b>PASAR A LA PREGUNTA 19</b> ) | <input type="checkbox"/> No ( <b>PASAR A LA PREGUNTA 20</b> ) | <input type="checkbox"/> No lo sé ( <b>PASAR A LA PREGUNTA 20</b> ) |
|---|---|---|

19. ¿Recibe un servicio de Internet a precio reducido?

- |                             |                             |                                   |
|-----------------------------|-----------------------------|-----------------------------------|
| <input type="checkbox"/> Sí | <input type="checkbox"/> No | <input type="checkbox"/> No lo sé |
|-----------------------------|-----------------------------|-----------------------------------|

### V. CARACTERÍSTICAS PERSONALES Y DEL HOGAR

20. ¿Cuál es su género?

- |                                    |   |  |
|------------------------------------|---|--|
| <input type="checkbox"/> Femenino  | <input type="checkbox"/> Prefiero autodescribirme | <input type="checkbox"/> Prefiero no contestar |
| <input type="checkbox"/> Masculino | _____   |  |

21. ¿Qué edad tiene?

- |                                |                                |  |
|--------------------------------|--------------------------------|--|
| <input type="checkbox"/> 18-24 | <input type="checkbox"/> 45-54 | <input type="checkbox"/> Prefiero no contestar |
| <input type="checkbox"/> 25-34 | <input type="checkbox"/> 55-64 |  |
| <input type="checkbox"/> 35-44 | <input type="checkbox"/> 65+   |  |

22. ¿Es usted de origen hispano, latino o español?

- |                             |                             |  |
|-----------------------------|-----------------------------|--|
| <input type="checkbox"/> Sí | <input type="checkbox"/> No | <input type="checkbox"/> Prefiero no contestar |
|-----------------------------|-----------------------------|--|

23. ¿Cuál es su raza? (**MARCAR TODAS LAS QUE CORRESPONDAN**)

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Asiático/a                | <input type="checkbox"/> Indígena americano/a o nativo/a de Alaska     | <input type="checkbox"/> Alguna otra raza (ESPECIFICAR) _____ |
| <input type="checkbox"/> Negro/a o afroamericano/a | <input type="checkbox"/> Nativo/a de Hawái o de las Islas del Pacífico | <input type="checkbox"/> Prefiero no contestar                |
| <input type="checkbox"/> Blanco/a                  |  |   |

24. ¿Cuántas personas viven en su hogar? \_\_\_\_\_

25. ¿Cuál es el idioma principal que se habla en su hogar?

Inglés

Español

Otro (ESPECIFICAR) \_\_\_\_\_

26. ¿Cuál fue el ingreso anual de su hogar en 2023? Tomando en cuenta todas las fuentes de ingresos, antes de impuestos, de todas las personas que vivían con usted durante el 2023.

Menos de \$15,950

\$38,351-\$43,950

Más de \$64,110

\$15,950-\$21,550

\$43,951-\$49,550

No lo sé

\$21,551-\$27,150

\$49,551-\$55,150

Prefiero no contestar

\$27,151-\$32,750

\$55,151-\$59,630

\$32,751-\$38,350

\$59,631-\$64,110

**Gracias por participar.**

## **Section 2: Community Member Survey**



[LOGO]

## Community Services Survey-COMMUNITY MEMBERS

[NAME OF ORGANIZATION] 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 [County/Community] residents' needs.

1. Do you live in [County/Community]?
  - Yes
  - No (Thank you for your time, but for the purposes of this survey you need to live in [County/Community].)
  
2. What is your zip code? \_\_\_\_\_

### I. HOUSEHOLD NEEDS

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 challenge
<input type="checkbox"/> Health/mental health	<input type="checkbox"/> Transportation	

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 [County/Community] 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)
<b>Health</b>							
Finding affordable health or 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 or dental care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Getting medical care and/or insurance for a child	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Paying for medical expenses (e.g., medical/dental checkups, prescriptions, glasses, hearing aids, wheelchairs)	<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)
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"/> _____
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"/> _____
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"/> _____
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"/> _____
<b>Housing</b> 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"/> _____
Finding home repair services	<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	<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, 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"/> _____
Yard work, snow removal, laundry, or house work	<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 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"/> _____
<b><u>Employment</u></b>							
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 or 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"/> _____
Finding child care	<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"/> _____
<b><u>Adult Education</u></b>							
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 or 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"/> _____
Information about technical school programs or apprenticeships	<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"/> _____
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"/> _____
5. Do any children under the age of 18 live in your household? <input type="checkbox"/> Yes <input type="checkbox"/> No ( <b>DO NOT ANSWER THE NEXT SECTION ON CHILD CARE AND CHILD DEVELOPMENT</b> )							
<b><u>Child Care and Child Development</u></b>							
Finding affordable, quality, licensed 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"/> _____
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, weekend or before/after school 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 school supplies, fees, or activities	<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"/> _____
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	5A. Need Help?		5B. 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)
<b><u>Financial/Legal (Income Management)</u></b> 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"/> _____
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 bills, (e.g., utilities or credit cards)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Paying unexpected or emergency expenses	<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 or 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 do 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"/> _____
Expunging a criminal record	<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 clothing, shoes, or personal care items like soap, diapers, and toilet paper	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____

Type of Help	5A. Need Help?		5B. 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)
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"/> _____
<b><u>Food and Nutrition</u></b>							
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 or dietary restrictions (e.g., gluten free)	<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"/> _____
<b><u>Family Support</u></b>							
Having access to transportation	<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"/> _____
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"/> _____

Type of Help	5A. Need Help?		5B. 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)
Talking to a child about inappropriate behavior/addressing a child's inappropriate behavior (e.g., bullying, drugs, sex)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
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"/> _____
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"/> _____

6. What agencies or organizations have you used for assistance in the past 12 months? \_\_\_\_\_

## II. COMMUNITY AND CIVIC ACTIVITIES

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

	Yes	No	Don't Know
Register to vote in a local, state, or national election	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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"/>
Work with others to solve a community problem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### III. TECHNOLOGY AND INTERNET ACCESS

8. Do you have high-speed internet access at home via a smartphone, tablet, iPad, Desktop or laptop computer or another device?  
 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     Prefer to self-describe \_\_\_\_\_     Prefer not to answer  
 Male
11. What is your age?  
 18-24     45-54     Prefer not to answer  
 25-34     55-64  
 35-44     65+
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     American Indian or Alaska Native     Some other race (PLEASE SPECIFY) \_\_\_\_\_  
 Black or African American     Native Hawaiian or Pacific Islander     Prefer not to answer  
 White
14. How many people live in your household? \_\_\_\_\_
15. What is the primary language spoken at home?  
 English     Spanish     Other (PLEASE SPECIFY) \_\_\_\_\_
16. 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,**





## Encuesta de servicios comunitarios-MIEMBROS DE LA COMUNIDAD

**A condado de DuPage le gustaría entender los desafíos y las necesidades de los miembros de la comunidad. La información recabada será utilizada para asegurar que los servicios estén disponibles en el futuro para abordar las necesidades de los residentes de la comunidad de condado de DuPage**

1. ¿Usted vive en el condado de DuPage
- Sí
- No (gracias por su tiempo, pero, para participar en esta encuesta, debe vivir en el condado de DuPage.)

2. ¿Cuál es su código postal? \_\_\_\_\_

### I. NECESIDADES DEL HOGAR

3. En los últimos 12 meses, ¿cuál es el **mayor desafío** que usted y su hogar han experimentado? (MARQUE SOLO UNA OPCIÓN)
- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Vivienda           | <input type="checkbox"/> Educación            | <input type="checkbox"/> Otro (POR FAVOR ESPECIFIQUE)        |
| <input type="checkbox"/> Cuidado infantil   | <input type="checkbox"/> Alimentos/nutrición  | _____  |
| <input type="checkbox"/> Empleo             | <input type="checkbox"/> Problemas económicos | <input type="checkbox"/> No han experimentado ningún desafío |
| <input type="checkbox"/> Salud/salud mental | <input type="checkbox"/> Transporte           |  |

4. A. En los últimos 12 meses, ¿usted o alguien en su hogar necesitó ayuda con...?
- B. Si usted respondió “Sí” a la pregunta 4A, ¿pudo usted/ellos conseguir los servicios necesarios en el condado de DuPage que ayudaran con ...? (MARQUE SOLO UNA OPCIÓN)

Tipo de ayuda	4A. ¿Necesita ayuda?		4B. A. ¿Logró conseguir servicios en el condado de DuPage?				
	Sí	No	Sí	No, no sabía a quién contactar/ dónde ir	No, no estaba disponible	No intenté	No, otra razón (ESPECIFIQUE)
<b>Salud</b>							
Encontrar seguro médico o dental asequible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Encontrar seguro médico o dental	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____

Tipo de ayuda	4A. ¿Necesita ayuda?		4B. A. ¿Logró conseguir servicios en el condado de DuPage?				
	Sí	No	Sí	No, no sabía a quién contactar/ dónde ir	No, no estaba disponible	No intenté	No, otra razón (ESPECIFIQUE)
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recibir atención médica o seguro para un niño	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Pagar por gastos médicos (p. ej. chequeos médicos/dentales, recetas, lentes, audífonos, sillas de rueda)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Recibir planificación familiar o anticonceptivos	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Tratamiento para drogas o alcohol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Tratamiento para la salud, que incluyen tratamientos para el estrés, depresión o ansiedad	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Abuso físico, emocional o sexual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Otro tipo de ayuda para la salud (POR FAVOR ESPECIFIQUE) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
<b>Hogar</b> Encontrar refugio de emergencia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Encontrar vivienda asequible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Depósito/costos de cierre para comprar una casa	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Calificar para un préstamo para comprar una casa	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Educación sobre la propiedad	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Educación sobre los derechos y las responsabilidades de los arrendatarios/inquilinos	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Aprender habilidades básicas para la reparación/mantenimiento de la propiedad	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Encontrar servicios de reparación de viviendas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____

Tipo de ayuda	4A. ¿Necesita ayuda?		4B. A. ¿Logró conseguir servicios en el condado de DuPage?				
	Sí	No	Sí	No, no sabía a quién contactar/ dónde ir	No, no estaba disponible	No intenté	No, otra razón (ESPECIFIQUE)
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hacer que las viviendas sean energéticamente eficientes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Pagar la renta o hipoteca, tarifa de depósito para la renta/solicitud	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Modificaciones a la vivienda para una persona con discapacidades	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Trabajo de jardinería, limpieza de nieve, lavandería o quehaceres domésticos	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Otro tipo de ayuda con el hogar (POR FAVOR ESPECIFIQUE) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
<b><u>Trabajo</u></b>							
Encontrar un trabajo de tiempo completo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Postularse a un trabajo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Realizar un currículum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Aprender a comportarse en entrevistas laborales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Entrenamiento/educación para un trabajo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Obtener vestimenta o equipo apropiado (p. ej. herramientas) para un trabajo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Encontrar cuidado infantil	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Otro tipo de ayuda laboral (POR FAVOR ESPECIFIQUE) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
<b><u>Educación para adultos</u></b>							
Obtener un título secundario o GED/HSED	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Obtener un título universitario de 2 o 4 años	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____

Tipo de ayuda	4A. ¿Necesita ayuda?		4B. A. ¿Logró conseguir servicios en el condado de DuPage?				
	Sí	No	Sí	No, no sabía a quién contactar/ dónde ir	No, no estaba disponible	No intenté	No, otra razón (ESPECIFIQUE)
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Información sobre programas o formación de escuelas técnicas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Aprender a usar una computadora	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Mejorar las habilidades de comunicación o del idioma	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Aprender inglés como un segundo idioma	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Completar formularios de ayuda financiera universitarita (p. ej. FAFSA)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Otro tipo de ayuda con la educación para adultos (POR FAVOR ESPECIFIQUE) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
5. ¿Hay niños menores de 18 años viviendo en su hogar?			<input type="checkbox"/> Sí		<input type="checkbox"/> No (NO RESPONDA LA PRÓXIMA SECCIÓN DE CUIDADO Y DESARROLLO INFANTIL)		
<b><u>Cuidado y desarrollo infantil</u></b>							
Encontrar cuidado infantil asequible, de calidad y profesional en una ubicación conveniente	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Pagar por el cuidado infantil	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Encontrar cuidado infantil para niños entre 0-3 años	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Encontrar buenos jardines de niños para niños entre 3-5 años	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Encontrar cuidado infantil en la tarde/noche, los fines de semana o antes/después del horario escolar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Pagar por materiales, tarifas o actividades escolares	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Cuidado en el hogar para niños entre 0-3 años	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____

Tipo de ayuda	4A. ¿Necesita ayuda?		4B. A. ¿Logró conseguir servicios en el condado de DuPage?				
	Sí	No	Sí	No, no sabía a quién contactar/ dónde ir	No, no estaba disponible	No intenté	No, otra razón (ESPECIFIQUE)
Exámenes para servicios de intervención temprana (habla, desarrollo, mental, físico)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____

Tipo de ayuda	5A. ¿Necesita ayuda?		5A. ¿Logró conseguir servicios en [County/Community]?				
	Sí	No	Sí	No, no sabía a quién contactar/	No, no estaba disponible	No intentó	No, otro Razón (ESPECIFIQUE)
Otro tipo de ayuda en el cuidado y desarrollo infantil (POR FAVOR ESPECIFIQUE) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
<b><u>Financiera/legal</u></b> <b><u>(Administración de ingresos)</u></b> Presupuestar y manejar el dinero	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Abrir una cuenta corriente o cuenta de ahorro	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Completar formularios impositivos	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Problemas con una tarjeta de crédito o empresa crediticia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Problemas para pagar las facturas, como los servicios o tarjetas de crédito	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Pagar gastos imprevistos o de emergencia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Problemas con el día de pago o préstamos de título	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Problemas de ejecución hipotecaria/quiebra/reposición	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____

Tipo de ayuda	5A. ¿Necesita ayuda?		5A. ¿Logró conseguir servicios en [County/Community]?				
	Sí	No	Sí	No, no sabía a quién contactar/	No, no estaba disponible	No intentó	No, otro Razón (ESPECIFIQUE)
Problemas con la custodia o manutención infantil	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Obtener protección ante situaciones de abuso doméstico	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Problemas legales de deportación o inmigración	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Borrar antecedentes penales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Obtener ayuda legal cuando se le niegan beneficios públicos	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Obtener muebles básicos, electrodomésticos o artículos para el hogar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Obtener ropa, calzado o artículos de higiene personal como jabón, pañales y papel higiénico	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Otro tipo de ayuda financiera/legal (POR FAVOR ESPECIFIQUE) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
<b><u>Alimentación y nutrición</u></b>							
Obtener alimentos o asistencia alimentaria	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Aprender a comprar y cocinar para una dieta saludable o con restricción (p. ej. libre de gluten)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Obtener acceso a los sitios de comidas para personas mayores (comidas servidas en grupo)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Recibir alimentos en su hogar para una persona mayor o con discapacidades	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Obtener alimentos nutritivos durante el embarazo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Obtener educación y asistencia sobre la lactancia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____

Tipo de ayuda	5A. ¿Necesita ayuda?		5A. ¿Logró conseguir servicios en [County/Community]?				
	Sí	No	Sí	No, no sabía a quién contactar/	No, no estaba disponible	No intentó	No, otro Razón (ESPECIFIQUE)
Otro tipo de ayuda alimentaria y de nutrición (POR FAVOR ESPECIFIQUE) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
<b>Apoyo familiar</b>							
Tener acceso al transporte	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Comprar un auto confiable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Pagar por reparaciones del auto	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Pagar por el seguro del auto, tarifas de registro o licencias	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Disciplinar a un niño de manera más efectiva	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Hablar con un niño acerca de un comportamiento inapropiado/abordar el comportamiento inapropiado de un niño (p. ej. acoso, drogas, sexo)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Cómo ayudar a un niño a afrontar problemas emocionales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Aprender a poner metas y hacer planes para su familia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____
Otras necesidades de apoyo familiar (POR FAVOR ESPECIFIQUE) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> _____

6. ¿A qué agencias u organizaciones ha acudido para obtener asistencia en los últimos 12 meses? \_\_\_\_\_

## II. ACTIVIDADES COMUNITARIAS Y CÍVICAS

7. En los últimos 12 meses, ¿usted o alguien en su hogar participó de las siguientes actividades?

	Sí	No	No sabe
Registrarse para votar en una elección local, estatal o nacional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hacer trabajo voluntario o participar en una organización, asociación o grupo, tal como Asociación de Padres y Maestros (PTA), Kiwanis, o grupo de una iglesia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trabajar con otros para resolver un problema comunitario	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### III. TECNOLOGÍA Y ACCESO A INTERNET

8. ¿Tiene usted acceso a internet de alta velocidad en su hogar a través de un teléfono inteligente, tablet, iPad, computadora de escritorio, computadora portátil o algún otro dispositivo?
- Sí (**DIRÍJASE A LA PREGUNTA 9**)       No (**DIRÍJASE A LA PREGUNTA 10**)       No sabe (**DIRÍJASE A LA PREGUNTA 10**)
9. ¿Usted recibe un precio reducido por el servicio de internet?
- Sí       No       No sabe

### IV. CARACTERÍSTICAS PERSONALES Y DEL HOGAR

10. ¿Cuál es su género?
- Femenino       Prefiere autodefinirse \_\_\_\_\_       Prefiere no contestar
- Masculino
11. ¿Cuál es su edad?
- 18-24       45-54       Prefiere no contestar
- 25-34       55-64
- 35-44       65+
12. ¿Es usted de origen hispano, latino, o español?
- Sí       No       Prefiere no contestar
13. ¿Cuál es su raza? (**MARQUE TODO LO QUE APLIQUE**)
- Asiática       Indio americano o nativo de Alaska       Otra raza (**POR FAVOR ESPECIFIQUE**) \_\_\_\_\_
- Negra o afroamericana       Nativo de Hawái o islas del Pacífico
- Blanca       Prefiere no contestar
14. ¿Cuántas personas viven en su hogar? \_\_\_\_\_
15. ¿Cuál es el lenguaje principal que se habla en su hogar?
- Inglés       Español       Otro (**POR FAVOR ESPECIFIQUE**) \_\_\_\_\_



16. ¿Cuál fue el ingreso anual de su hogar en el año 2020? Por favor tenga en cuenta todas las fuentes de ingreso, antes de los impuestos, para todas las personas que vivían con usted en el año 2020.

Menos de \$15,950

\$15,950-\$21,550

\$21,551-\$27,150

\$27,151-\$32,750

\$32,751-\$38,350

\$38,351-\$43,950

\$43,951-\$49,550

\$49,551-\$55,150

\$55,151-\$59,630

\$59,631-\$64,110

Más de \$64,110

No sabe

Prefiere no contestar

**Gracias por su participación.**

## **Section 3: Stakeholder Survey**

[LOGO]

## Community Services Survey-STAKEHOLDERS

[Name of Organization] 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 [County/Community] residents. The information from this survey, along with other data being collected, will be used to determine the services and assistance the [County/Community] 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?

<input type="checkbox"/> Human/social service	<input type="checkbox"/> Law enforcement
<input type="checkbox"/> Medical	<input type="checkbox"/> Judicial
<input type="checkbox"/> Behavioral health	<input type="checkbox"/> Housing
<input type="checkbox"/> Education	<input type="checkbox"/> Faith-based
<input type="checkbox"/> Local government	<input type="checkbox"/> Other (PLEASE SPECIFY) _____
4. Which geographic region does the organization serve?

<input type="checkbox"/> All of [County/Community]
<input type="checkbox"/> Northern part of [County/Community]
<input type="checkbox"/> Southern part of [County/Community]
<input type="checkbox"/> A specific town(s)  4a. Please specify which town(s) _____
<input type="checkbox"/> Other (PLEASE SPECIFY) _____
5. What is the **primary** population(s) the organization serves? (CHECK ALL THAT APPLY)

<input type="checkbox"/> All residents	<input type="checkbox"/> Latinos
<input type="checkbox"/> Elderly/seniors	<input type="checkbox"/> Blacks
<input type="checkbox"/> Teens	<input type="checkbox"/> Immigrants
<input type="checkbox"/> Children/youth	<input type="checkbox"/> Other (PLEASE SPECIFY) _____
<input type="checkbox"/> Low-income residents	

### II. RESIDENTS' CHALLENGES AND NEEDS

6. What are the **greatest** challenges low-income residents in [County/Community] face? (CHECK ONE BOX ONLY)

<input type="checkbox"/> Housing	<input type="checkbox"/> Food/nutrition
<input type="checkbox"/> Child care	<input type="checkbox"/> Financial issues
<input type="checkbox"/> Employment	<input type="checkbox"/> Transportation
<input type="checkbox"/> Health/mental health	<input type="checkbox"/> Other (PLEASE SPECIFY) _____
<input type="checkbox"/> Education	

7. What are the **top three** aspects of **health** with which low-income residents in [County/Community] 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 [County/Community] 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 [County/Community] 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 [County/Community] 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 [County/Community] 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 [County/Community] need assistance? (**SELECT UP TO THREE ONLY**)
- Budgeting and managing money
  - Opening a checking or savings account
  - Filling out tax forms
  - Problems with a credit card or loan company
  - Problems with paying bills, such as utility or credit cards
  - Paying unexpected or emergency expenses
  - Problems with payday or title loans
  - Foreclosure/bankruptcy/repossession problems
  - Problems with child custody or support
  - Getting protection in domestic violence situations
  - Deportation or immigration legal issues
  - Expunging a criminal record
  - Getting legal help when denied public benefits
  - Getting basic furniture, appliances, or house wares
  - Getting clothing, shoes, or personal care items like soap, diapers, and toilet paper
  - Other (PLEASE SPECIFY) \_\_\_\_\_
13. What are the **top three** aspects of **food and nutrition** with which low-income residents in [County/Community] need assistance? (**SELECT UP TO THREE ONLY**)
- Getting food or food assistance
  - Learning how to shop and cook for healthy eating or dietary restrictions (e.g., gluten free)
  - Getting access to senior congregate meal sites (meals served in a group setting)
  - Getting meals delivered to your home for a senior or disabled individual
  - Getting nutritious foods during pregnancy
  - Obtaining breastfeeding education and assistance
  - Other (PLEASE SPECIFY) \_\_\_\_\_
14. What are the **top three** aspects of **family support** with which low-income residents in [County/Community] need assistance? (**SELECT UP TO THREE ONLY**)
- Having access to transportation
  - Buying a dependable car
  - Paying for car repairs
  - Paying for car insurance, registration or license fees
  - Disciplining a child more effectively
  - Talking to a child about inappropriate behavior/addressing a child's inappropriate behavior (e.g., bullying, drugs, sex)
  - How to help a child coping with emotional issues
  - Learning how to set goals and plan for your family
  - Other (PLEASE SPECIFY) \_\_\_\_\_
15. What are the **greatest** challenges seniors/the elderly in [County/Community] face?  
\_\_\_\_\_
16. What are the **greatest** challenges teens in [County/Community] face?  
\_\_\_\_\_
17. Which of the following barriers do you think low-income residents experience accessing services? (**CHECK ALL THAT APPLY**)
- Lack of transportation
  - Location of services
  - Times services are available
  - Language barrier
  - Time from scheduling appointment to receiving services too long
  - Other (PLEASE SPECIFY) \_\_\_\_\_
18. Which services for low-income residents, teens, or seniors, if any, are needed, but not currently available in [County/Community]?  
\_\_\_\_\_

**III. [NAME OF ORGANIZATION]**

19. How would you rate your relationship with the [Name of Organization]?

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

20. How good a job is the [Name of Organization] 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 [Name of Organization]?

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22. What community issues in [County/Community] would you most like to see addressed?

---

**Thank you for your participation.**

## **Section 4: Focus Groups**

## 2024 Focus Group Questions

### **General:**

1. What do you like about living in DuPage County?
2. What is difficult for you living in DuPage County?
3. What do you think is the main cause of poverty in DuPage County?
4. If you've sought assistance from DuPage County, what was your experience like?
5. Is your family thriving? If not, what would thriving look like for your family?
6. What resources would you like to see in the community to help address your needs? What would help you/your family thrive here in DuPage County?

### **Housing:**

1. Does your current housing situation meet your family's needs?
  - a. How affordable is your housing? What does "affordable" mean to you?
  - b. How safe is your housing? What does "safe" mean to you?
  - c. Can you afford utilities?
  - d. Do you have internet access?
2. What housing challenges have you faced?
  - a. What would make your current housing situation better?
3. What do you think is the main cause of homelessness and housing insecurity in DuPage County?

### **Health Care:**

1. Do you and your family members have health insurance?
  - a. If not, what are some of the barriers to obtaining health insurance for yourself or your family?
  - b. If yes, what has your experience been like obtaining healthcare?
2. What challenges have you faced in seeking health care?
3. What resources does your family need to stay healthy?
4. What do you feel positively impacts health in DuPage County?
5. What do you feel negatively impacts health in DuPage County?
6. What health care resources would you like to see in the community to make it easier to manage your family's health?

### **Employment:**

1. What does it mean to have a "good job"?
2. Do you feel it is easy or hard to find a good job in DuPage County?
  - a. Do you feel your family has access to employment that pays enough to cover your expenses here in DuPage County?
3. What is good about working or looking for a job in DuPage County?
4. What is challenging about working or looking for a job in DuPage County?
5. What job resources does your family need? What job resources would you like to see?

### **Education:**

1. Do you feel you have enough education or training for the job/career you want? Why or why not?
2. How would you go about accessing education or job training resources in DuPage County?
3. If you have accessed education or job training resources in DuPage County, what was your experience like?
4. What education or job training resources do you/your family need? What education or job training resources would you like to see in DuPage County?

### **Transportation:**

1. What is your current way of getting around DuPage (car, public transportation, taxi/Uber/Lyft, etc.)
  - a. Does your current transportation method meet your needs? Why or why not?



2. What is good about transportation in DuPage County?
3. What is challenging about transportation in DuPage County?
4. Have you sought transportation programs in DuPage County? What was your experience?
5. What transportation resources do you/your family need?

**Child Care & Development:**

1. What is positive about raising children in DuPage County?
2. What is challenging about raising children in DuPage County?
3. What do you feel is the root cause of child poverty in DuPage County?
4. What does quality childcare mean to you?
5. What are your experiences in trying to find quality childcare?
6. What are your experiences in trying to find other resources for your children in DuPage County?
7. What resources for children under age 18 do you need in your community?

**Community**

1. What does a well-maintained neighborhood look like to you?
2. What does a safe neighborhood look like to you?
3. Do you believe that your neighborhood is well-maintained and safe? Why or why not?
4. What has been your experience in accessing agencies and public facilities (parks, libraries, etc.) in DuPage County?
5. What are the unmet needs in your neighborhood?

**Number of Participants: 12**

**Participants are clients of DuPage Pads residing at the Interim Housing Center.**

**General:**

7. What do you like about living in DuPage County?
  - Accessibility
  - They are here
  - They're very informative
  - They stay up to date
  - Emergency services come when you call 911
  - Safe. Respondent reported waking his brother up because he actually heard crickets at night.
8. What is difficult for you living in DuPage County?
  - Price
  - Hard to find full-time, 40-hour work
  - Logistics of warehouse work, where there is always overtime available but they threaten you about losing your job if you don't work overtime
  - No savings
  - Resources not advertised as they should be
  - You only learn about resources if you're in the "system"
9. What do you think is the main cause of poverty in DuPage County?
  - No savings
  - Hard to find non-warehouse full-time employment
  - Can't get or maintain a job with no transportation
  - Assistance resources not well advertised unless you're in the "system"
10. If you've sought assistance from DuPage County, what was your experience like?
  - Long waiting list. Respondent reported still being on the wait list but has been at DuPage Pads for three years, getting to the point that she is not excited about it, no longer cares, go to a backup plan, and thinking about going back to a domestic violence situation just to have somewhere to go. Concerned about getting into a "vicious cycle".
  - Went from church to church, but DuPage Pads IHC is better
  - Loves the Empowerment Building where people can get stuff done
  - Respondent reported calling Minnesota, Rockford, and other places for help, but only DuPage Pads answered the phone. Before that, was considering going back to a domestic violence situation, but DuPage Pads was willing to take in her and her mom who was sick.
  - Empowerment Center has printers, resume help, and meals.
  - Respondent stated she had to separate her family because her oldest daughter had a sports scholarship at community college, and shelter was too far away. Respondent stated the weight of domestic violence and single parenthood had her "thinking about things she shouldn't be thinking about."

- Child Care Assistance Program red tape and stacks of paper to fill out was a barrier to obtaining assistance
11. Is your family thriving? If not, what would thriving look like for your family?
- Thriving = having a fridge full of food, a job, a roof over our head with beds in it
  - Medical, mental health, a stable job that could maintain his family, painting their own walls having their own kitchen
  - Working and living like the rest of the citizens in the community
  - Living and working, blending in
  - Wants to see child playing in the backyard again
  - Main thing is family—kids, nieces, nephews
  - Wants to take care of self
12. What resources would you like to see in the community to help address your needs? What would help you/your family thrive here in DuPage County?
- Wraparound services for the homeless, so families don't need to go around and apply for everything at different locations

### Housing:

4. Does your current housing situation meet your family's needs?
- All respondents stated their current housing at Pads IHC does not meet their needs, but they are grateful.
    - a. How affordable is your housing? What does "affordable" mean to you?
      - Respondent reported her most recent permanent housing was not affordable and had to pay the rent one month, then pay the bills the next month, flipflopping over the past four years and figuring out how far behind in rent she can get before getting in trouble.
    - b. How safe is your housing? What does "safe" mean to you?
      - Prior housing was safe
      - Prior housing was unsafe, had mold in it, still in court about it
      - Prior housing was safe and had security guards walking around
      - Current housing is safe, there are a lot of cameras around
    - c. Can you afford utilities?
      - Not at prior unit, utilities were \$150 per month for gas, electric, water, and trash
      - Not at prior unit, utilities were \$200 per month give or take
    - d. Do you have internet access?
      - All respondents have Wi-Fi access at Pads IHC.
5. What housing challenges have you faced?
- a. What would make your current housing situation better?
    - No responses
6. What do you think is the main cause of homelessness and housing insecurity in DuPage County?
- Maintaining employment with transportation challenges. Respondent reported her car broke down, lost her job and was out of work for three months, had no family to help, then ended up at DuPage Pads Interim Housing Center.
  - Difficult to find full-time, non-warehouse employment
  - No savings

- Respondent reported Minnesota provided housing, a car, and schooling, but believes Illinois and Detroit cut back on services because people were selling drugs.
- Inflation, needing to have good credit to get into a unit. Respondent stated as a single mom, landlords want three times the rent and working 70 hours per week barely made enough to qualify for a unit, and could not get child support.
- Respondent stated, “You shouldn’t have to have a 600 credit score to move into a unit with 700 mice in it and roaches.”

### Health Care:

7. Do you and your family members have health insurance?
  - All respondents were applying for or current receiving Medicaid.
    - a. If not, what are some of the barriers to obtaining health insurance for yourself or your family?
      - No responses
    - b. If yes, what has your experience been like obtaining healthcare?
      - Unable to see doctors if they aren’t in the same medical group
      - Mental health visits covered, but not the necessary prescriptions
      - Told to come back at regular intervals without a reason
8. What challenges have you faced in seeking health care?
  - Mental health doctor visits are covered by insurance but not medications, leading to shame, guilt, and feeling like they’re not doing enough
  - Getting put in the wrong therapy category for help
  - Not being able to see a certain doctor because of being in a different medical group
  - Doctor says to come back in a certain intervals without explaining why
9. What resources does your family need to stay healthy?
  - Making health access more convenient
  - Online and video chatting for teenagers
  - Letting teenagers know it’s okay to have a mental disorder
  - Video health visits would help avoid the “red flag” that goes up when taking time off work
10. What do you feel positively impacts health in DuPage County?
  - Health insurance can help with other things, received letters about help with wipes and diapers
11. What do you feel negatively impacts health in DuPage County?
  - Mental health facilities in DuPage getting shut down, they used to be the first stop before “sending people somewhere”
12. What health care resources would you like to see in the community to make it easier to manage your family’s health?
  - Outings, health fairs, word of mouth, engaging parents and kids
  - Outreach to schools. Respondent reported private school did nothing for her daughter, so she pulled her out.

### Employment:

6. What does it mean to have a “good job”?
  - Pays enough to afford for housing and expenses

- Accommodating of medical issues
  - Insurance, 401K with better employer contributions, more incentives
  - Being part of an employer that cares about you
  - Bonuses
  - Daycare on site
7. Do you feel it is easy or hard to find a good job in DuPage County?
- All respondents reported it is hard to find a job in DuPage County.
  - Hard with a criminal record
  - Even without a criminal record, things have changed and jobs check your credit score
  - Minimum wage is too low
  - Respondent reported his grandma gave him the work ethic that even if he “got messed up the night before” he still had to get up [for work] the next morning.
  - Hard to find full-time, 40-hour work
  - Logistics of warehouse work, where there is always overtime available but they threaten you about losing your job if you don’t work overtime
  - Keeping a job with mandatory overtime and employment transportation are challenging
  - More difficult for women because their paycheck is already gone due to children’s expenses
  - People have mental barriers
  - Empowerment Building has programs to help. Respondent stated women have children and barriers preventing them from using the Empowerment Building, but “there’s no excuse for young men to not be down there.”
    - a. Do you feel your family has access to employment that pays enough to cover your expenses here in DuPage County?
      - Minimum wage is too low
      - Only mandatory overtime factory jobs available at 40 hours per week
8. What is good about working or looking for a job in DuPage County?
- Going online and researching a company before applying for a job there
  - Job fairs, fun engaging with people
9. What is challenging about working or looking for a job in DuPage County?
- No access to employment that pays the bills. People were fighting over gas during COVID.
  - Perspectives on health issues. Respondent stated, “People see someone and think just because they’re not in a wheelchair there’s nothing wrong with them.”
  - Respondent stated, “You can’t say anything to work...being honest and transparent does not get you anywhere sometimes...you have to be sneaky.”
  - Not enough education for available jobs that require an associate’s or equivalent. Respondent stated, “When you’re applying with 100 other people, they don’t look at details, they just look at that front page.”
10. What job resources does your family need? What job resources would you like to see?
- Child-friendly, mom and baby-friendly employment with on-site childcare
  - More resources to work from home
  - Integrated hybrid work. Respondent stated, “Everyone does a little bit of work so we ALL can get a job.”

- More education on which jobs different training/education qualifies you for, job fairs advertising what training is needed for their jobs

### **Education:**

5. Do you feel you have enough education or training for the job/career you want? Why or why not?
  - Respondent stated she is warehouse-trained and does not need any additional training on that but would like training about running the business and job advancement, because everybody wants to move up.
6. How would you go about accessing education or job training resources in DuPage County?
  - Empowerment Center has resume help.
7. If you have accessed education or job training resources in DuPage County, what was your experience like?
  - Respondent stated she goes online and researches a company before applying for a job there
  - Empowerment center has printers and resume help.
8. What education or job training resources do you/your family need? What education or job training resources would you like to see in DuPage County?
  - Explaining which positions different education qualifies you for

### **Transportation:**

6. What is your current way of getting around DuPage (car, public transportation, taxi/Uber/Lyft, etc.)
  - Walking
  - Lyft and Uber sometimes when in desperate need
    - a. Does your current transportation method meet your needs? Why or why not?
      - All respondents stated their transportation method does not meet their needs.
7. What is good about transportation in DuPage County?
  - No responses
8. What is challenging about transportation in DuPage County?
  - Respondent stated she doesn't know how to catch the bus out here and has no bus pass
  - Respondent reported her car broke down, lost her job and was out of work for three months, had no family to help, then ended up at DuPage Pads Interim Housing Center.
  - Lack of transportation prevents people from doing what they need to do. Respondent reported they wouldn't need DuPage Pads to help with stuff if they had transportation.
  - Buses take too long, are late, and it's often faster to walk than ride the bus to destinations
  - Bus hours not meeting needs, Uber/Lyft too expensive, and bus takes too long vs. walking
  - Winter weather prevents walking
  - Respondent reported losing two jobs and having a mental breakdown due to not being able to afford transportation.
9. Have you sought transportation programs in DuPage County? What was your experience?
  - No response
10. What transportation resources do you/your family need?
  - A vehicle
  - Resources to get and maintain driver's license

### **Child Care & Development:**

8. What is positive about raising children in DuPage County?
  - Better schools vs. Florida
  - Western suburbs is good
  - Kids are safe
9. What is challenging about raising children in DuPage County?
  - Stigma. Respondent's daughter attends Glenbard West and the kids are richer there, is trying to keep her kids positive.
  - Childcare is too expensive
  - Respondent stated she wishes her daughter didn't need to worry about finances and should get to be a teenager. Respondent stated her daughter has high anxiety about student loans and paying them back.
  - Newer generations have cell phones, beepers, etc. that their grandparents did not have to deal with.
10. What do you feel is the root cause of child poverty in DuPage County?
  - Being "hardheaded" and spoiled, the way they spend their budget on laptops and games instead of books
  - Parents not focusing on the right things
  - Child seeing too much and "being older than what they are"
  - Teenagers raising little kids because the parents have to work
11. What does quality childcare mean to you?
  - Someone who works with the kids, doesn't just give them screens
  - Teaches life skills
12. What are your experiences in trying to find quality childcare?
  - Too expensive, is \$350 per week for KinderCare in Glendale Heights
  - Child Care Assistance Program red tape and stacks of paper to fill out was a barrier to obtaining assistance
  - Respondent reported her dad provides childcare
  - Respondent reported her daughter provides childcare for her other children
  - Respondent reported her childcare provider did not respect her boundaries, gave kids iPads, and did not meet their needs, so she sent her daughter to a new school who works with her.
13. What are your experiences in trying to find other resources for your children in DuPage County?
  - Respondent reported making up her own games and recreation activities with her daughter (cutting cucumbers, painting rocks)
  - Respondent reported making their own little families with other Pads clients and holding potlucks where each person brings an ingredient to make a dinner.
14. What resources for children under age 18 do you need in your community?
  - Year-round services for children while their parents are working
  - Better childcare at Pads. Respondent stated, "Between childcare and car payment, it's over."
  - Basic life skills training (loading a washing machine, fixing a vacuum, putting up drywall)
  - Teaching them how to respond to saying no, rejection, and being responsible for own actions
  - Teaching young people "the value of things"
  - More resources for teenager, engagement with peers where they can have fun learning

## Community

6. What does a well-maintained neighborhood look like to you?
  - Solar energy
  - No potholes
  - Gated community
  - Assigned parking

- Clean parks, no garbage blowing around
  - Walkable and close to stores and businesses
7. What does a safe neighborhood look like to you?
    - No “winos” (no frequent public intoxication)
  8. Do you believe that your neighborhood is well-maintained and safe? Why or why not?
    - Yes, there are community patrols and signs everywhere
  9. What has been your experience in accessing agencies and public facilities (parks, libraries, etc.) in DuPage County?
    - Parks and schools are good
    - Everything is good compared to Chicago
  10. What are the unmet needs in your neighborhood?
    - Need kids at play signs for the neighborhood due to speeding



**Number of Participants: 9**

**Participants are clients of ICNA Relief. Translators for Urdu and Arabic were present.**

**General:**

1. What do you like about living in DuPage County?
  - Safety, schools
  - Schools, community atmosphere
  - Safe area, nice teachers
2. What is difficult for you living in DuPage County?
  - Transportation, high rent/housing
  - Struggle to get basic needs met, multiple children
  - Salary does not pay for childcare if women are working
  - Language barrier, immigration status – doesn't qualify for so many benefits
  - No car, take a lot of time to get to places
  - Isolation and depression, not knowing anyone until he found an Arabic-speaking community
  - Back home, one person could support a household; DuPage County is expensive and requires two incomes, which is different from his culture
  - [Assistance] System is so complex
  - Transportation
  - High rent
  - Can't find jobs
3. What do you think is the main cause of poverty in DuPage County?
  - Language barriers, minimum wage jobs, [lack of] skills, [lack of] experience
  - Expensive rent
4. If you've sought assistance from DuPage County, what was your experience like?
  - Requested help from DuPage County for her situation but it was difficult because she had a large family
  - Came over with World Relief, believes he did not get help long enough; needs SNAP
  - Tried Bridge Communities, but her family size was too big to accommodate
  - World Relief brought him over, made him sign a contract for the apartment, then he had to figure everything out on his own, find Arabic-speaking, culturally appropriate providers, register children in school; typical per other people he spoke to; providers bring them here, then dump them somewhere and leave. World Relief only provided ESL classes for him, every Saturday. Asked his boss for Saturday off; if boss said no, he wouldn't be taking ESL classes.
5. Is your family thriving? If not, what would thriving look like for your family?
  - Not thriving; stuck in this loop of low pay, extremely high cost of housing, no transportation
  - Some [ICNA] clients spending \$1500 a month in Uber to get to work, but being paid \$14 an hour as the sole breadwinner; not trying to survive
  - Waiting for disability for a long time, finally approved, but looking for a subsidized unit
  - Family in general is not thriving due to low pay and high housing costs
  - Thriving means kids thriving in school
6. What resources would you like to see in the community to help address your needs? What would help you/your family thrive here in DuPage County?

- Housing, transportation
- Better employment
- Easy access to ESL classes
- Better access to resources that follow up with you or explain how to apply or connect with help, not just a referral
- Better legal representation – domestic violence and immigration

### Housing:

1. Does your current housing situation meet your family's needs?

No, [currently] in transitional housing, permanent housing is difficult to find and they had no knowledge of housing subsidies

a. How affordable is your housing? What does "affordable" mean to you?

- Struggling to make rent; just received a Housing Choice Voucher, pays \$1100 a month even with subsidy
- Housing is more expensive than income
- It's not affordable, affordable [for me] is about \$1,000 a month

b. How safe is your housing? What does "safe" mean to you?

- Housing is safe, no environmental hazards
- Lives in a house where the basement is rented by students, found snakes in the basement, family no longer feels safe, found somewhere else but it is double the price; pressured into current unit because World Relief said if he doesn't take this unit, they would no longer help him; children no longer play outside due to snakes; told the landlord about it but he doesn't care about fixing any issues
- No crime

c. Can you afford utilities?

- Struggling with utilities, uses LIHEAP
- \$2400 he pays in rent includes all utilities
- No, struggling

d. Do you have internet access?

- Have Internet access through a federal program
- Has to pay Internet and cell phone separately, plus the government is asking for airfare to be repaid from when they came over as refugees (\$6000 in 3 years, about \$200 a month). Paying airfare back is typical; his friends also coming from Syria had to pay it back.
- Yes, but would go to the library if they didn't

2. What housing challenges have you faced?

- Sent from agency to agency; immediate need is met but unable to find affordable long-term housing
- Whole monthly income is less than the rent; wife takes care of the children and his elderly mother and he is the only one working

a. What would make your current housing situation better?

- Affordable housing for larger families

3. What do you think is the main cause of homelessness and housing insecurity in DuPage County?

- They have children and have to take the first job they can find
- Single breadwinner – doesn't make enough money for rent

### Health Care:

1. Do you and your family members have health insurance?

- Yes, all respondents said they had Medicaid

a. If not, what are some of the barriers to obtaining health insurance for yourself or your family?

- If they had no health insurance, cost would be a barrier
  - b. If yes, what has your experience been like obtaining healthcare?
- Came as refugees and connected with Medicaid immediately
- Having issues with his prosthetic, they made him one but was unable to advocate for himself during final adjustments, inconsistencies with coverage of prosthetics, knows people who've gotten better ones with the same insurance
  - 2. What challenges have you faced in seeking health care?
    - Conflicting information, Internet gives different answers or if you ask someone a question
    - Information is not readily available, have to figure everything out herself
    - Did not know how to navigate special needs services for children
  - 3. What resources does your family need to stay healthy?
    - Affordable recreational activities
    - Resources for teenage issues, mental/emotional issues; one of his children wants to go back
    - Trauma counseling
  - 4. What do you feel positively impacts health in DuPage County?
    - Lots of parks, green spaces
    - Park districts
    - The culture
  - 5. What do you feel negatively impacts health in DuPage County?
    - No responses
  - 6. What health care resources would you like to see in the community to make it easier to manage your family's health?
    - No responses

**Employment:**

1. What does it mean to have a "good job"?
  - Living wage
  - Flexibility with childcare responsibilities
  - Benefits, growth potential, stability
    - 2. Do you feel it is easy or hard to find a good job in DuPage County?
      - Hard to find appropriate jobs – pay, flexibility, hours that work around kids
        - a. Do you feel your family has access to employment that pays enough to cover your expenses here in DuPage County?
          - No, not even enough for rent
3. What is good about working or looking for a job in DuPage County?
  - Respondents said they have never felt discriminated against for their gender, race, ethnicity, or family constituency
  - Felt they are treated fairly by employers who are willing to train
  - Language skills are biggest barrier
    - 4. What is challenging about working or looking for a job in DuPage County?
      - Transportation

- School/childcare hours do not cover work hours
- Factory job is physically hard with long hours
- Been in the same job for 3 years that World Relief connected him to, afraid to leave it and does not have the skills or resources to obtain a new one
- Just had surgery and was given a deadline to return from unpaid leave or lose his job, Housing Authority stepped in and paid his rent.
- More online jobs for mothers
- Expired work permits

5. What job resources does your family need? What job resources would you like to see?

- Transportation to work, ESL classes
- Someone to help guide him, help with language barrier, job training

#### **Education:**

1. Do you feel you have enough education or training for the job/career you want? Why or why not?
  - Does not have GED or high school education, language skills, computer skills
  - Have the skills for work but can't find a job
2. How would you go about accessing education or job training resources in DuPage County?
  - Does not know how to access education or skills needed for jobs but very willing to do that
  - Feels they can't [access resources] because of childcare and transportation
3. If you have accessed education or job training resources in DuPage County, what was your experience like?
  - No responses
4. What education or job training resources do you/your family need? What education or job training resources would you like to see in DuPage County?
  - Education, ESL, computer skills
  - More ESL classes
  - Online ESL classes

#### **Transportation:**

1. What is your current way of getting around DuPage (car, public transportation, taxi/Uber/Lyft, etc.) a.
  - Walking
  - Many take Uber
    - a. Does your current transportation method meet your needs? Why or why not?
      - \$1500 a month in Uber – expensive
2. What is good about transportation in DuPage County?
  - No responses
3. What is challenging about transportation in DuPage County?
  - Car request list is never-ending; people can't find transportation and can't find jobs; difficult for new immigrant community; a lot of clients would rather live in Chicago even though it's more expensive and there's more crime for transportation.
  - 1 hour 20 mins walk just to get to the library, sidewalks not everywhere, walking alongside cars
  - Have to rely on other people for rides or Uber, which is expensive
  - Takes an hour, 1.5 hours just to get to the community grocery store
  - No public transportation, don't have cars

- Having to walk everywhere and sometimes there are no sidewalks and walking alongside a busy road is dangerous
4. Have you sought transportation programs in DuPage County? What was your experience?
    - No response
  5. What transportation resources do you/your family need?
    - Public transportation
    - Cars

**Child Care & Development:**

1. What is positive about raising children in DuPage County?
  - Good schools, nice teachers
  - The school system
2. What is challenging about raising children in DuPage County?
  - Yesterday was her dissolution of marriage; wants her children to break the cycle
  - Lack of affordable childcare
  - Longer childcare hours of operation or the ability to utilize daycare for a few hours at a time
3. What do you feel is the root cause of child poverty in DuPage County?
  - Cycles of violence, mothers afraid of living in an unaffordable apartment and then becoming homeless
  - Deadbeat dads
4. What does quality childcare mean to you?
  - Kids are at home, not in childcare
  - Safe, close, flexible
5. What are your experiences in trying to find quality childcare?
  - Childcare is too expensive and school hours do not cover full-time work
  - Have to ask her daughter to watch her other children due to her situation
  - Wife takes care of children, plus they're in school
  - They can't afford it or it's inconveniently located
6. What are your experiences in trying to find other resources for your children in DuPage County?
  - Respondents were not aware of daycare subsidies available
  - Felt DHS does not market the assistance programs, the staff are hard to get a hold of, and the information received is conflicting

What the DHS website says they offer is not what is offered in person

7. What resources for children under age 18 do you need in your community?
  - Not knowing what is available to ask for
  - Mental health care
  - Special needs programs (autism)

**Community**

1. What does a well-maintained neighborhood look like to you?
  - Clean and safe
  - Feeling of belonging and comfort
  - Thriving neighborhood centers and cultural centers
2. What does a safe neighborhood look like to you?
  - No crime
3. Do you believe that your neighborhood is well-maintained and safe? Why or why not?
  - No response
4. What has been your experience in accessing agencies and public facilities (parks, libraries, etc.) in DuPage County?

- Closed doors, no real help offered, and needs go unmet
  - Lots of time spent talking to someone who ends up telling them there is no money or housing available
  - Respondents said they received most of their help from the community (neighbors, ethnic/religious groups) and not from the government
  - Fear of using food pantries because they might not get their green card because they are “using the support system”
  - Resettlement agencies drop them off and leave them to fend for themselves
5. What are the unmet needs in your neighborhood?
- Transportation
  - Affordable housing
  - Affordable childcare
  - Public transportation
  - Housing
  - Jobs
  - Education
  - Transportation
  - Mental health

**Number of Participants: 6**

**Participants are parents of children in the Head Start Program and Head Start Policy Council Representatives.**

**General:**

13. What do you like about living in DuPage County?
  - Good schools
  - Beautiful compared to Chicago (rated DuPage County a 5 on a 1-5 scale)
14. What is difficult for you living in DuPage County?
  - Inequality: some neighborhoods are walkable but others are designed to keep people indoors.
  - Economic inequality: some neighborhoods are designed to keep money in local businesses and others are designed for money to leave the community.
15. What do you think is the main cause of poverty in DuPage County?
  - Costs of everything is going up, mortgage, taxes, groceries.
16. If you've sought assistance from DuPage County, what was your experience like?
  - Respondent stated she was part of the Catholic Charities SHIFT disability housing program and it's wonderful because if her disability flares up, she has support instead of going back into the system of being homeless.
  - Three respondents reported receiving large quantities of food they did not or could not eat that was expired or very close to expiration, resulting in food waste and creating extra work for the family.
  - Metropolitan Family Services helped with security deposit, child diagnoses, and developmental milestones.
  - Respondent stated she gets resources from Metropolitan Family Services and her therapist
  - Good experiences with Metropolitan Family Services
17. Is your family thriving? If not, what would thriving look like for your family?
  - No response
18. What resources would you like to see in the community to help address your needs? What would help you/your family thrive here in DuPage County?
  - Make Metropolitan Family Services available to everyone. Not everyone understands if their child is delayed, what it looks like, how to get tested, and where the food banks are. Respondent stated, "Without them, we would be stuck inside all the time hunkered down. MFS encourages us to go out, it's a good safe place where people care about us."
  - A bridge between the police and the community, making sure the people within the police department have training and knowledge in de-escalation so there are no casualties that don't need to occur when coming in contact with people with mental health issues. Who are the members of the community? What kind of things would you need to know to serve this community? Cultural competency/awareness.

**Housing:**

7. Does your current housing situation meet your family's needs?
  - No responses
    - a. How affordable is your housing? What does "affordable" mean to you?
      - Respondent stated she was part of the Catholic Charities SHIFT disability housing program and it's wonderful because if her disability flares up, she has support instead of going back into the system of being homeless.
    - b. How safe is your housing? What does "safe" mean to you?
      - No responses

- c. Can you afford utilities?
  - No responses
- d. Do you have internet access?
  - No responses
- 8. What housing challenges have you faced?
  - No responses
    - a. What would make your current housing situation better?
      - No responses
- 9. What do you think is the main cause of homelessness and housing insecurity in DuPage County?
  - 40% of housing is privately owned.
  - Costs of everything is going up, mortgage, taxes, groceries.

### Health Care:

- 13. Do you and your family members have health insurance?
  - No responses
    - a. If not, what are some of the barriers to obtaining health insurance for yourself or your family?
      - No responses
    - b. If yes, what has your experience been like obtaining healthcare?
      - No responses
- 14. What challenges have you faced in seeking health care?
  - If you have dietary restrictions, food is expensive and difficult to find.
- 15. What resources does your family need to stay healthy?
  - Safe places for kids to play
  - Stop signs, speedbumps, sidewalks in the community
  - Food vouchers to combat increased costs
- 16. What do you feel positively impacts health in DuPage County?
- 17. What do you feel negatively impacts health in DuPage County?
  - Respondent stated kids are stuck inside due to blind corners, people speeding, and no sidewalks.
  - Respondent stated nearby park and library are dangerous and challenging to get to due to needing to cross North Ave.
  - Respondent referenced a YouTube documentary about the Netherlands and how kids bike to school because the neighborhood is designed that way. Respondent stated he is outdoorsy but his kids stay inside because the neighborhood is designed to encourage people to stay inside.
  - Kids affected by the stress of not having a place to play.
- 18. What health care resources would you like to see in the community to make it easier to manage your family's health?
  - Improved food pantry selection. Respondent stated the food pantries give five gallons of milk, but their household does not drink milk, so she gives it to her mom, but it is close to expiration and goes bad. Respondent stated she is given tubs of things, over-frozen meats, and moldy cabbage. Respondent stated, "It goes from one hand into the next then into the garbage can."
  - Respondent reported receiving from a food pantry a giant vat of expired green beans and three bags of onions, which didn't meet the needs of her family and she had to give everything away, which creates an extra step. Respondent requested nutritious food for her family, a feedback system that's easier for the parents to let them know everything is going to waste.
  - Respondent reported receiving snack cheese which tasted horrible, and currently has giant cans sitting on her floor. Respondent stated food received from food pantries are not predictable or healthy, would rather receive produce like bananas or apples that are still good, and would rather receive quality than quantity.

### Employment:



11. What does it mean to have a “good job”?
  - Potential for growth and a salary that you can raise a family on
12. Do you feel it is easy or hard to find a good job in DuPage County?
  - All respondents disclosed only difficulties about finding a job in DuPage County.
    - a. Do you feel your family has access to employment that pays enough to cover your expenses here in DuPage County?
      - Jobs in schools do not pay enough and only offer salaries at the high school diploma/GED level.
13. What is good about working or looking for a job in DuPage County?
  - No responses
14. What is challenging about working or looking for a job in DuPage County?
  - Deciding between keeping children home and working if safe, quality childcare is not affordable
  - Respondent stated she wants to work in a school, but the salary offered is for high school-level graduates and the application process is complicated. Believes more stay-at-home parents would work in schools if offered higher salaries.
  - DuPage has more consumer-based communities.
  - Respondent stated, “I had to go to school to get into debt to maybe get a degree that maybe would pay a high enough salary.”
  - Only nursing, hospital, McDonald’s, and manufacturing jobs available (Respondent rated DuPage County a 2 on a 1-5 scale)
15. What job resources does your family need? What job resources would you like to see?
  - More work opportunities
  - Paid trainings
  - Building the wealth of the community through people’s talents and minds, instead of copy and pasting corporations.

**Education:**

9. Do you feel you have enough education or training for the job/career you want? Why or why not?
  - No responses
10. How would you go about accessing education or job training resources in DuPage County?
  - No responses
11. If you have accessed education or job training resources in DuPage County, what was your experience like?
  - No responses
12. What education or job training resources do you/your family need? What education or job training resources would you like to see in DuPage County?
  - Paid trainings

**Transportation:**

11. What is your current way of getting around DuPage (car, public transportation, taxi/Uber/Lyft, etc.)
  - No responses
    - a. Does your current transportation method meet your needs? Why or why not?
      - No responses
12. What is good about transportation in DuPage County?
  - Bus app has improved things
13. What is challenging about transportation in DuPage County?

- Bus system works in a very different, complicated dynamic.
  - Bus does not always show up or go to certain places, is out of range for classes and food pantries.
14. Have you sought transportation programs in DuPage County? What was your experience?
- No responses
15. What transportation resources do you/your family need?
- No responses

### **Child Care & Development:**

15. What is positive about raising children in DuPage County?
- Good schools
16. What is challenging about raising children in DuPage County?
- No sidewalks. Respondent stated her kids don't know how to ride bikes because she would need to load them up and drive somewhere, which is not very feasible.
  - Respondent stated her children do not know how to ride bikes because there are no sidewalks in their neighborhood.
  - Respondent stated kids are stuck inside due to blind corners, people speeding, and no sidewalks.
  - Kids are sitting in front of the TV because recreation is expensive.
  - Bullying, no supervision or support. Supervision can't yell and has to have a low tone.
  - Kids on the bus swearing and calling names due to the things they learn at home and the bus driver not intervening. Neighborhood parent groups complaining about the bus.
  - Respondent reported her child being touched inappropriately by another student and had to be removed from the bus. Respondent stated her other child came home crying for three weeks because of a bully, and no action was taken until her child retaliated, then only her child was punished and not the bully. Respondent stated children are not allowed to explain the context of the situation to the teacher because it is considered "talking back". Respondent stated, "It takes two minutes to make two kids happy. Kids will fight, but there is a way to fix it. You don't transfer over grades. You transfer behaviors. One problem leads to another, grades go down, and they don't want to go to school."
  - Respondent reported her kindergartener was bullied three times, called a name, and tripped multiple times and had to get permission for him to sit in two seats on the bus. Respondent stated her son is autistic and doesn't understand social cues.
  - Kids loop you into their problems.
  - Respondent saw a child just sitting in the office for a long time with no support or improvement, just being held by the office, and missing out on recess which mentally helps them. No one asked what happened.
17. What do you feel is the root cause of child poverty in DuPage County?
- Cost of groceries. Respondent stated she goes to the store one day, then has to back the next day because she didn't buy enough and has to tell her kids they can't go around eating everything they want.
  - Childcare costs
  - Costs of everything is going up, mortgage, taxes, groceries.
18. What does quality childcare mean to you?

- Has a good adult-to-child ratio, enriched by the adults instead of just staring at them, and works on social-emotional learning
  - Has a playground
19. What are your experiences in trying to find quality childcare?
- Respondent stated she feels more confident with her children under her own care. Respondent stated, “Getting back to work is challenging. Do I trust some place that is cheaper? Is there enough staff? How is the staff trained? Maybe I should stay home and figure out another way. Not sure if I trust it to be honest.”
  - Respondent reported paying a \$50 fee, then \$10 for before-school and \$10 for after-school care for each day.
  - Poor adult-to-child ratio
20. What are your experiences in trying to find other resources for your children in DuPage County?
- Parks are \$10 an hour and you have to watch your own kids.
  - Respondent reported a good experience with Metropolitan Family Services and Johnson Elementary School, stating the principal was fist-bumping kids, doing silly things like taping teachers to the wall, so kids can feel bonded. Respondent requested the same bond with IEPs and kids with special needs. Schools have limited resources and a ton of kids that need help. Respondent found IEPs difficult to read. There are a lot of neurodivergent kids, finding more and more, who need inclusivity as they grow to thrive. Respondent stated her child did not have support when he has unsafe behaviors and had to sit at a table at home after she was told that another child needed the support more, so there were not enough resources for him to thrive.
21. What resources for children under age 18 do you need in your community?
- Indoor, climate-controlled recreational place with age limits, that are free for the neighborhood.
  - Mainstream affordable before and after-school programs.
  - Make Metropolitan Family Services available to everyone. Not everyone understands if their child is delayed, what it looks like, how to get tested, and where the food banks are. Respondent stated, “Without them, we would be stuck inside all the time hunkered down. MFS encourages us to go out, it’s a good safe place where people care about us.”
  - Need a well-paid position for adults to advocate from the back of the school bus to the front.

## Community

11. What does a well-maintained neighborhood look like to you?
- Best-maintained neighborhoods lie along the Metra lines for commuters.
  - Walkable schools, smaller roads, downtown areas to keep money within the community in small business.
12. What does a safe neighborhood look like to you?
- Sidewalks, speedbumps, and stop signs when needed
13. Do you believe that your neighborhood is well-maintained and safe? Why or why not?
- No sidewalks in Warrenville, very dangerous
  - Respondent stated her child’s elementary school has a busy intersection with no stop sign, has tried to push for one, but it never goes through.
  - Neighborhood is safe, sees police often and there is a police station nearby.
  - Neighborhood Facebook page has posts about suspicious behavior and the police will do extra laps around the areas mentioned.
  - Lives in Winfield, people do 60 MPH in residential streets and someone passed away recently as a result.
  - Blind corners and people speeding. Respondent stated they had to ask the school bus driver to stop in front of the house due to safety concerns.
14. What has been your experience in accessing agencies and public facilities (parks, libraries, etc.) in DuPage County?
- Respondent stated there is a library close by, but has to cross North Ave to get there, making it challenging and dangerous. If you don’t have a car, you can’t access the park and library there.

- Need parks nearby
- Google results don't show local [parks], age limits, whether there is shade.
- Respondent reported having to find three parks nearby on her own by wandering.
- Parks are empty, kids have no one to play with, it's too hot, and they go home bored.

15. What are the unmet needs in your neighborhood?

- Bus service for children. Respondent stated the local school in Warrenville does not offer bussing for students, even though it is 1.5 miles away and by busy road.
- Need sidewalks, speedbumps, and stop signs.
- Speedbumps
- Respondent requested the circle drive in her subdivision (Emerald Green) be turned into a one-way and have sidewalks added.
- Respondent requested that the neighborhood be designed to encourage people to go outside.
- Economic infrastructure and redlining lead to neighborhoods designed for money to leave the community. Respondent stated, "Why does downtown Glen Ellyn look like this, then you cross Geneva Road and it gets industrial?"
- Respondent stated, "Infrastructure is a systematic, decade—sometimes century-long—issue. Infrastructure has a negative impact on people's lives, no safe place to play. When Darby was still alive, she worked towards the building of a new playground, the kids were affected by the stress."

**Number of Participants: 11**

**Participants are parents representing families of low-income individuals with developmental disabilities.**

**General:**

19. What do you like about living in DuPage County?

- Respondent stated she has lived in DuPage County for 67 years and it's better the older she gets
- Communities have been through a lot of change and things are getting more progressive
- Schools are great
- Schools are really good
- Park districts are wonderful
- Overall the quality of life is good

20. What is difficult for you living in DuPage County?

- High taxes
- Respondent stated it's expensive to live here but "you get what you pay for"
- Not enough affordable housing
- There used to be communities within DuPage to find affordable housing but that has dried up
- Affordable housing is needed
- High cost of living
- Transportation
- Affordability
- Taxes
- Downfall in information spread
- Getting information out there is an issue

21. What do you think is the main cause of poverty in DuPage County?

- High cost of living
- Not enough affordable housing
- Respondent stated she used to work in senior care, has hired caregivers, and believes the cause of poverty is people not wanting to pay a fair wage.
- People working 2-3 jobs to get by
- Lack of safe, affordable housing leads to so many failures in our county
- Lack of job coaches for disabled individuals, preventing them from being hired for available positions
- Lower income communities are not as good as disseminating information as Naperville, Glen Ellyn, and Wheaton.

22. If you've sought assistance from DuPage County, what was your experience like?

- Respondent stated she has state funding for her daughter that has been crucial but doesn't always think of the County for that.
- Seguin has been a lifesaver
- Respondent stated a friend tried seeking medical transportation through the County but could not use curb-to-curb because they won't help her get into the doctor's office.

- Respondent stated she doesn't know what the County helps with.
  - Respondent stated she knows about the Center for Independent Living.
23. Is your family thriving? If not, what would thriving look like for your family?
- Affordable housing and living wage, credited the We Deserve More campaign
24. What resources would you like to see in the community to help address your needs? What would help you/your family thrive here in DuPage County?
- Combination of affordable housing and living wage gives you a fair shot.
  - Racial and ethnic diversity is increasing, need culturally competent services
  - Bilingual resources
  - Speak to a live person to obtain services, instead of an answering system
  - Programs and services well-marketed
  - Respondent stated UCP Seguin clients are the cream of the crop, people who've made it, got into this program, and had a guardian angel and landing.

### Housing:

10. Does your current housing situation meet your family's needs?
- Respondent stated her son lives in a CILA within walking distance thanks to Seguin.
    - a. How affordable is your housing? What does "affordable" mean to you?
      - Respondent stated her property taxes tripled once her Glen Ellyn home was incorporated.
    - b. How safe is your housing? What does "safe" mean to you?
      - No responses
    - c. Can you afford utilities?
      - No responses
    - d. Do you have internet access?
      - No responses
11. What housing challenges have you faced?
- Not all town in DuPage are willing to have a CILA that would allow parents to have a community-integrated living situation in their own communities/neighborhoods.
  - Not all communities within DuPage County are created equal
  - Respondent stated she wants her son to continue to live in the town he grew up in, that he is familiar with, where restaurants know how to puree his food, and businesses welcome him.
  - Respondent stated her son lives in Elmhurst and his caregivers are driving in from Indiana because they can't afford to live where they work.
  - Respondent stated she was ignorant of how to get subsidized housing, did not know how difficult it is
  - Property taxes tripled when home in unincorporated Glen Ellyn became incorporated.
    - a. What would make your current housing situation better?
      - More CILA opportunities
      - People should have the right to live in their own neighborhood where they grew up and are familiar with.
12. What do you think is the main cause of homelessness and housing insecurity in DuPage County?

- Lack of affordable housing opportunities. Respondent stated she was advocating for a long-term housing project in Glen Ellyn, there was such as need brought up by families of adults with special needs, teachers, firefighters, and those in the service industry, but there was such opposition to it.
- Respondent stated she lives in Wheaton and there is a lot of land in Wheaton/Winfield/Carol Stream that could definitely accommodate affordable housing, but every time there is a rumor, you check social media and you get those messages that they don't want "these people" or low-income people there because they're afraid the property values will go down.
- People are working three jobs just to get by.
- People with special needs are working and they want to live on their own, but are forced to stay with family due to lack of affordable housing
- Lack of safe, affordable housing leads to so many failures in our county
- Adult children living with mom and dad because they can't afford where they want to live. Respondent stated he saw a Senior Analyst position for the County for \$30,000 - \$40,000, is a retired IT professional and stated, "not a chance"
- For special needs individuals, families don't know about the PUNS list

### Health Care:

19. Do you and your family members have health insurance?
  - No responses
    - a. If not, what are some of the barriers to obtaining health insurance for yourself or your family?
      - No responses
    - b. If yes, what has your experience been like obtaining healthcare?
      - Respondent stated she worked at senior care and knows about services through there.
      - Respondent stated his wife handles everything and without her, he would be lost.
20. What challenges have you faced in seeking health care?
  - Did not know what mental health services are available through the County
21. What resources does your family need to stay healthy?
  - Caregivers, home assistance. Respondent stated she would Google "DuPage County caregivers" and "DuPage County home assistance", but what about someone more senior than herself who doesn't Google?
  - If you're in a hospital, the social worker would help you find resources
22. What do you feel positively impacts health in DuPage County?
  - People are appreciative of food pantry assistance
  - Hospitals are great
23. What do you feel negatively impacts health in DuPage County?
  - People choosing between paying the electric bill and taking health care will choose the electric bill, but then their family suffers
  - Not enough services to properly diagnose people with autism
  - Access to mental health care is lacking. Respondent stated, "There are nice little posters, but how available is it? One social worker for an entire town, really? We should have one social worker for an entire building."
  - If you have a mental health crisis, you get three days to be assessed, then sent home. People with mental health issues are on the street.
  - Respondent stated, "Lack of mental health services in collateral damages that goes back into the County."
24. What health care resources would you like to see in the community to make it easier to manage your family's health?

- Creating healthy communities, people want to be out there and viable, and want to be a part of their communities
- Respite care, respondent stated she has friends who've had injuries/surgeries or need assistance, and if they don't have insurance, they would have to pay someone to come in and help.

**Employment:**

16. What does it mean to have a "good job"?

- Willing to offer accommodations
- Living wage

17. Do you feel it is easy or hard to find a good job in DuPage County?

- Less wait staff, grocery store making people pack their own groceries, eliminating jobs.
- Older people are coming back into the workforce because they can't afford retirement.
- Respondent stated she noticed less wait staff in restaurants, no one coming to pick the plates, and wait staff multitasking because some of the workers did not come back after the pandemic.
  - a. Do you feel your family has access to employment that pays enough to cover your expenses here in DuPage County?

18. What is good about working or looking for a job in DuPage County?

- Respondent stated with the increase in wages, she has not seen people need to work 2 and 4 jobs.

19. What is challenging about working or looking for a job in DuPage County?

- People are working 3 jobs just to get by
- Respondent stated his son has Down's syndrome and wears his disability on his face, but people with autism do not. Respondent stated it is difficult to obtain workplace accommodations and explained how at the corporation where he works, if it takes 2 people to do one job, the accommodation request will be denied during review. Respondent stated a second person becomes a distraction and an inhibition due to limited margins and cost. Respondent stated once one person gets an accommodation, it will make it easier for the next person to get one.
- There are issues with job coaches, has a compounding effect because enough clients can't be hired to fill the available positions. If they could pay more, there would be more job coaches and more employed disabled individuals
- DuPage County has more places to volunteer than work for disabled individuals. Respondent stated Seguin clients cannot volunteer for a paid position because it's considered taking advantage of clients.
- Lack of tolerance in certain individuals at job sites, not just the sites as a whole. Respondent stated job sites have the ability to say clients are not welcome back.
- Lack of transportation makes employment difficult in DuPage.
- Low wages. Respondent stated he saw a Senior Analyst position for the County for \$30,000 - \$40,000, is a retired IT professional and stated, "not a chance"
- Respondent went over the accommodation request process at his corporate job: "Some people are educated enough to know they need an accommodation to ask for it. It's up to leadership to speak to HR, to complete the request for accommodation. The first three pages are completed by the doctor. According to ADA, they must be able to complete the essential functions of the job with or without a reasonable accommodation. A committee reviews it comprised of at least an attorney, maybe someone in employee relations. Typically, I see a request for different work hours. When they ask for physical accommodation, those are difficult to approve. You have to really be high-



functioning for this high-paced physical job. Leadership may not realize what the person is saying and must rely on HR to tell them this is what they're asking for."

20. What job resources does your family need? What job resources would you like to see?

- More job coaches so disabled individuals can work the positions available.
- Respondent suggested using AI to be the support that special needs people need.

#### **Education:**

13. Do you feel you have enough education or training for the job/career you want? Why or why not?

- Respondent requested STEM training for Seguin clients.

14. How would you go about accessing education or job training resources in DuPage County?

15. If you have accessed education or job training resources in DuPage County, what was your experience like?

- College of DuPage special needs programs have really grown
- Respondent stated she knows someone who is quadriplegic and the head of a computing department, has no verbal voice, but uses eye motion, receives transportation to and from work, and the office is set up with accommodations. Respondent stated this individual graduated from the University of Illinois Computer Science Program in 5 years, which is a very difficult program.

16. What education or job training resources do you/your family need? What education or job training resources would you like to see in DuPage County?

- Respondent stated a lot of jobs require STEM capacity in students and has been begging Seguin kids to be trained in STEM.

#### **Transportation:**

16. What is your current way of getting around DuPage (car, public transportation, taxi/Uber/Lyft, etc.)

a. Does your current transportation method meet your needs? Why or why not?

17. What is good about transportation in DuPage County?

- Easy access to train/city and expressways

18. What is challenging about transportation in DuPage County?

- Buses and trains are geared towards commuters only
- Lack of transportation causes aging in DuPage County to be an issue
- Respondent stated she was considering moving her elderly mom to DuPage, but decided against it because the city has been public transportation.

19. Have you sought transportation programs in DuPage County? What was your experience?

- Respondent stated her son lives in unincorporated Elmhurst in Cook County and the Pace bus in DuPage will not cross over.
- Naperville has a service
- Respondent stated a friend tried seeking medical transportation through the County but could not use curb-to-curb because they won't help her get into the doctor's office.
- Respondent stated she knew someone who used a subsidized cab service
- Naperville has a service where they take you to the doctor and wait with you

20. What transportation resources do you/your family need?

- Medical transportation beyond curb-to-curb

## Child Care & Development:

22. What is positive about raising children in DuPage County?

- Respondent stated she moved to DuPage County when her now 31-year-old son was 6 years old and the school district's philosophy towards students with special needs was very inclusionary and they were used to working with kids like her son.
- Respondent stated a University of Chicago student took her son to WDSRA summer camp and the other kids knew how to adapt it for her son
- Respondent stated from a young age the know [about disabilities], they have Best Buddy groups and volunteers that work with the kids for PE
- Other people's understanding of having a child with special needs
- Respondent stated her son grabbed a balloon display outside a store and let them all go but the shopkeeper was understanding.
- Respondent stated she has lived in three towns in DuPage County and the schools are really good.
- Park district programs for children and special needs adults
- Respondent stated she has lived in the County for 50 years and her special needs son was included, always had supports, and the park district was always inclusive.

23. What is challenging about raising children in DuPage County?

- Not a lot of free things, you must pay for the beach, park district, NDSRA
- Kids spread too thin like adults with travel sports teams, school, and no free time.
- Low pay is a huge factor in childcare retention
- Respondent stated, "You hear one nightmare story and you think everything is like that."
- People working are looking for childcare from 6AM – 6PM. Montessori schools have them but they are not affordable.
- Childcare hours don't match the needs of the workforce.

24. What do you feel is the root cause of child poverty in DuPage County?

- Children babysitting the other kids in lower-income families because someone needs to oversee the home.
- Childcare affordability
- Respondent stated there has been a huge childcare boom in her area, but it's not affordable for the average person.
- Assistance resources not well advertised
- Parents overwhelmed and don't know where to start.
- Respondent stated a family had no knowledge of the PUNS list.

25. What does quality childcare mean to you?

- Nurturing environment because those first years are important
- Compliant with mandatory childcare standards
- Safe

26. What are your experiences in trying to find quality childcare?

- Respondent stated she has a 52-year-old son who is low-functioning due to meningitis at age 3, was told by a University of Chicago doctor that that her son would have lifelong special needs. Used to live in Will County and was told to move out of Will into DuPage because Will would have no services for her son. Respondent stated her son was bussed somewhere all the time and to special ed co-ops with no continuity, taken away from his home environment, and when she asked around about a day programs and went to Little Friends, was told there was no program for kids like her son. Respondent stated she then found UCP Seguin in Cook County and her son has been there since age 22.
- Not all services are accessible due to cost, location, and availability in the area
- Respondent stated she used respite when her son was little and it was a lifesaver.
- Respondent stated you don't need respite for work, it's for your piece of mind.

27. What are your experiences in trying to find other resources for your children in DuPage County?

- Information starts at the school district, it's brought up during IEP meetings.

- Respondent stated when her son was born, she had a newborn and someone from the County was already in the room giving her a list, and telling her to get on the PUNS.
  - Easter Seals used to have social workers but got rid of them and has less services now.
28. What resources for children under age 18 do you need in your community?
- Respite care
  - A good day program
  - Weekends for parents to have a break
  - Quality childcare for the needy population
  - Need Guardianship at age 18.

## Community

16. What does a well-maintained neighborhood look like to you?
- Sidewalks
  - Handicap parking designed for the wheelchair lift
  - Handicap parking in an enclosed garage
17. What does a safe neighborhood look like to you?
- Sidewalks
  - Streetlights
18. Do you believe that your neighborhood is well-maintained and safe? Why or why not?
- Respondent stated in her neighborhood, if you have a cracked sidewalk, the city will pay for half and the resident must pay for the other half. Respondent stated her cracked sidewalk was put on a list of projects and she was told to pay for half.
  - Respondent stated she lives in Glen Ellyn, is having a huge renovation, and the street is a nightmare, sidewalks were added on one side of the street but not the other and poles were put up but no streetlights.
  - Respondents pointed out that there is a light pole directly in the middle of the sidewalk in front of UCP Seguin, making it difficult for wheelchairs and strollers. Respondents stated in winter, wheelchairs slide towards the street in the ice.
  - Respondent stated she does not like huge subsidized apartment complexes, putting 500 people in one building leaves to problems and the 7/11 close by her has been robbed several times.
  - Concentrating low-income individuals is not good for communities, but low-income housing is something that communities need.
  - Respondent stated she acknowledges there may be issues where people with mental health issues that live in low-income complexes because their earning capacity is limited, but that's not a reason to not have affordable housing.
  - Respondent stated her neighborhood is asking for a policeman to be posted by a stop sign that people keep running.
19. What has been your experience in accessing agencies and public facilities (parks, libraries, etc.) in DuPage County?
- Does not believe that DuPage County is geared towards older adults
  - Parks are geared towards young people, there are always soccer games going on
  - DuPage County was built up very quickly but developers were forced to set aside land for parks/recreation
  - Park district has programs for children and special needs adults
  - Park districts are wonderful
  - Respondent stated her son loves to go to the Morton Arboretum but he has been forced to leave a place because he had to use the washroom due to lack of adult changing stations.
  - Handicap parking in an enclosed garage does not have room for the wheelchair lift to go up.
  - Handicap parking is great for seniors who need to be closer to the door but not for people with wheelchairs.
20. What are the unmet needs in your neighborhood?
- Adult changing stations. Respondent stated her son is 31 years old and Koala Care does nothing for him.
  - Respondent stated IL Senate Bill 2908 is Sam's Bill for adult changing stations.
  - Responded stated she wants everyone to have a change in living in a town that has all these great things we talked about, not some crappy town where the library is falling apart.

- Affordable housing. Respondent stated she advocated for an affordable housing project in Glen Ellyn with parents of adults with special needs, teachers, firefighters, and those in the service industry, but there was opposition to it.
- Help with yardwork. Respondent stated there is no longer a book of people offering yardwork, babysitting, etc. and no longer kids running around with shovels offering to work because everything is on the Internet now and parents are paying everything for kids.
- Another respondent stated parents are leery of sending their child to a stranger's home and they have to be extra cautious.
- Cut curbs on sidewalks for wheelchairs.
- Villa Park village ordinance says there can't be handicap parking in front of Seguin because there are two spots already in the back of the building. Respondents stated Seguin is a huge facility that has been in Villa Park for a long time but can't have parking in front of the building.
- Seguin needs curb cuts. UCP Seguin CLIMB center street and sidewalks are village owned.

**Number of Participants: 4**

**Participants are parents of children in the Head Start Program who are also employed with Metropolitan Family Services.**

**General:**

7. What do you like about living in DuPage County?

- School districts and related support within the schools
- Schools have a lot of support in terms of paraprofessionals, aids, social workers, sensory rooms available for high-energy children, speech therapy, occupational therapy, so all kids are able to prosper
- Likes her daughter's school
- The support in DuPage for children
- There are families all over
- Libraries have activities and are promoting a lot of summer kick-offs like reading, food truck, and balloons, and it encourages kids to continue to educate themselves in the summer

8. What is difficult for you living in DuPage County?

- A lot of resources are not put out there (respondent did not know about Metropolitan Family Services or the Head Start Program because it was not advertised, but heard about it from her daughter's school when she enrolled)
- Not enough information out there about the Head Start Program
- Programs, services, resources for families are not well advertised
- Feels difficult to access services at times
- Some resources are not promoted as much, you have to really dig deep to find them
- Services are more advertised on bulletin boards and brochures
- Respondent stated she is living in Wheaton around people of different races but other people don't want to communicate with her kids. Respondent stated the first thing she thinks about is color, didn't expect that, and it's been hard. Respondent stated her daughter is the only African American in class and it has been pointed out by other children.

9. What do you think is the main cause of poverty in DuPage County?

- A lot of households have stay-at-home parents, with just one parent working
- Parents can't afford childcare
- Not knowing what's [services] out there, parents have to decide who's going to stay home
- Childcare costs are high
- Cost of living is increasing and wages do not align with increased costs

10. If you've sought assistance from DuPage County, what was your experience like?

- Respondent stated she has been lucky enough not to seek for assistance in DuPage County until her daughter was born, then used WIC and got help with diapers and formula but had to go to meetings with a social worker to get services. Respondent stated she was put in a group with more people to talk about health and felt judged about the way she was feeding her kid because she gave her juice. Respondent stated the group was to provide feedback if you didn't know but stopped attending because of the way she was treated as a parent.
- Respondent stated when she first had her older son (age 19 now), they went to a church to get help with diapers and stuff, but some people didn't know how to talk [to those seeking services] and they felt bad. Respondent stated, "You're offering this help to me but you're shaming me and talking down to people."

11. Is your family thriving? If not, what would thriving look like for your family?

- Thriving = everyone is well-educated on different ethnicities and cultures

12. What resources would you like to see in the community to help address your needs? What would help you/your family thrive here in DuPage County?

- Services that feel kind, open-minded, and accepting
- More education for other people on how to treat others in the neighborhood and in school
- More resources for new arrivals, immigrants
- Housing resources beyond shelters. Respondent stated, "They can stay in certain shelters for a certain time, but what happens after that? Where do you go?"
- Education on immigration in schools so kids can learn to be respectful to new peers
- Informational meetings in schools to educate parents on immigration and help them in teaching their kids about it
- More providers accepting Medicaid, less long wait times
- Transportation to doctor appointments

### Housing:

1. Does your current housing situation meet your family's needs?

- All respondents stated their housing meets their needs.
  - a. How affordable is your housing? What does "affordable" mean to you?
- Struggling to make rent; just received a Housing Choice Voucher, pays \$1100 a month even with subsidy
- Respondent stated she does not think housing is really affordable in Illinois because at least two incomes are needed to live comfortably. Respondent stated she can't imagine how it is for a single mom or single parent.
  - b. How safe is your housing? What does "safe" mean to you?
- All respondents stated they feel safe.
- Safe means who lives around you, your neighbors, your neighborhood, the schools, the crime rate around you
- Respondent stated she feels safe when she walks but doesn't feel wanted by everyone. Respondent stated her daughter is 6, speaks up for herself, and wants to feel wanted in the area. Respondent stated she loves the area but does not feel wanted.
- Respondent stated she feels safe in the neighborhood, feels safe going for a walk with kids, neighbors are super nice and friendly, grateful for where she lives
  - c. Can you afford utilities?
- Yes and no. Respondent stated she grew up only hearing her parents say "light and gas" but now hears people say "light, gas, water, trash..." Respondent stated she grew up in the city [Chicago] but DuPage is different and it has a big impact.
  - d. Do you have internet access?
- All respondents stated they have internet access.

2. What housing challenges have you faced?

- Cost of living is increasing but wages are not
- Cost of living is high. Respondent stated, "You get to choose where you want to live. You choose somewhere that is good for your children. Do I go here where the rent is cheap, but the schools are not good? It's hard because if you're living somewhere where the rent is high, you're just at work [all the time]. It increases family stress and just end up in s shelter. Cost of living is high and it makes a big impact."
  - a. What would make your current housing situation better?
- Current housing situation would be better if respondent felt wanted and comfortable. Kids would not be afraid to go outside and feel like they can't talk to everyone in the area.

3. What do you think is the main cause of homelessness and housing insecurity in DuPage County?

- All respondents stated cost of living was the main cause
- Respondent stated, "I see so many For Sale signs, so many places for rent. People tell you to just buy a house because it's cheaper, but it's not like that anymore."
- Respondent stated, "People are moving a lot. Can't stay in the same place for a long time because your bills catch up with you and you have to go."
- Respondent stated, "Families are living with families. You get a three-bedroom and make it work. You go to work every day. You should be able to get what you want, but now it's not like that."
- Expenses. Respondent stated, "Even though you have a better job, it's not enough."
- Need changes in the way deductions are counted for services. Respondent stated, "If you can a family qualify after their bills are added on, we would have less homeless families."

**Health Care:**

1. Do you and your family members have health insurance?

- Yes, all respondents stated they have health insurance.
  - a. If not, what are some of the barriers to obtaining health insurance for yourself or your family?
- N/A
  - b. If yes, what has your experience been like obtaining healthcare?
- Waitlists for dental
- Respondent stated she was told one time her son needed something [dental], but it would be a year or two
- Responded stated she traveled an hour for her special needs son to get dental work, stated, "What about other families who can't travel? If you give me a place an hour away, can you provide transportation?"

2. What challenges have you faced in seeking health care?

- Families have to travel very far and are at the mercy of the waitlist if that's the only provider that accepts the insurance
- Families struggle medically, if they receive state insurance, services are limited
- Respondent stated, "If a child needs things, they shouldn't have to wait for it."
- Dental insurance not being covered. Respondent stated, "Why is going to the dentist not part of your health insurance if it's part of your body?"
- No choice to get good coverage for dental, always end up paying a lot, can't find a plan that pays for everything

3. What resources does your family need to stay healthy?

- Food pantries providing more health options instead of juice, providing more fresh fruits that you say we should be having instead of just giving people anything
- More providers accepting Medicaid

4. What do you feel positively impacts health in DuPage County?

- Access DuPage
- Respondent stated her sister and family live in Waukegan and county health department services are "not a thing over there."
- A lot of schools have free breakfast and free lunch for all students. In the past you have to qualify, but after the pandemic, some of the schools have free breakfast and free lunch, usually provide a free vegetable and milk, which is good for the kids.

- Schools promoting free lunch over the summertime for children under a certain age.
- A lot of parks for kids to get some exercise because some parents can't afford for their children to be in extracurricular activities

5. What do you feel negatively impacts health in DuPage County?

- So many people not being able to go to the dentist
- Pregnant moms not getting the care they need because they are denied for assistance
- People making too much [for assistance] but not enough [to get by]. Respondent stated, "You make too much. What is too much? Oh, it's \$80 over, so then you're back to work paying \$400 on insurance."
- Stuck between taking a job for the health insurance, but not being able to afford the health insurance offered
- Respondent stated, "Sometimes these decisions stop people from moving forward and improving themselves. Staff take a CDA class, is eligible for a promotion, have the job, opportunities, and skills, but refuse it to keep some benefits. A promotion turns into a demotion when you pay for healthcare."
- The care different between those on state insurance and private insurance. Private insurance gets mixed shots with 3 vaccines in it and state insurance gets three separate shots. Respondent stated, "Why does that baby get poked three times?"
- Respondent stated, "A child or anybody should have to suffer because of their insurance? Everybody should be treated equally."

6. What health care resources would you like to see in the community to make it easier to manage your family's health?

- Resources for new arrivals, immigrants on how families can apply for the medical card for their children or if they are eligible to apply for themselves
- Need changes in the way deductions are counted for services. Respondent stated, "If you can a family qualify after their bills are added on, we would have less homeless families."
- One-stop shop instead of a waitlist for health services. Respondent stated, "They're there to get help, they're here now, but can't get it."
- Free meals and snacks for kids. Respondent stated, "You never know when a child is going to eat, or whether it's their only meal. They already have to be in school so early. Why can't they provide cereal? I have to provide a snack. Why can't that be included as well? Breakfast and snacks add up."
- More providers accepting Medicaid, less long wait times
- Transportation to doctor appointments

**Employment:**

2. What does it mean to have a "good job"?

- Supportive environment that feels like having a big team, family-first mentality that isn't just said but shown and you can feel the support and concern. Respondent stated, "Family is everything to me." Respondent stated her current position is much better than others she's been in.
- A good job = the people you work with, the environment. Respondent stated, "Sometimes it's not even the pay." Respondent stated she left a job with slightly higher pay but was miserable every day and did not want to go to work.
- Respondent stated she took a pay cut but goes home to her children and should not go home to her children stressed. Respondent stated, "It's part of healthcare. Even if you thought you need more money, sometimes you choose your peace."
- Your work schedule, work hours, not bringing work problems to your home, keeping work at work



- Flexibility to have work-life balance, your job really understanding that you have a life out there and there's problems that you have to resolve. Respondent stated she feels pretty luck at Metropolitan Family Services.
- Coming together as one when things are tough or something happens. Respondent stated, "You can tell when a company is good when something happens and everyone is in support, with grief and things like that."

2. Do you feel it is easy or hard to find a good job in DuPage County?

- Respondent stated, "It's easy to find a good job in DuPage County. There are lots of jobs. If you want it, you'll go for it." Respondent stated her son was able to get a job and they [employers] were calling him right away the next day. Responded stated there are lots of opportunities and lots of growth.
- Respondent stated the times she had to look for a job, she got it "like that."

a. Do you feel your family has access to employment that pays enough to cover your expenses here in DuPage County?

- No responses. All respondents were employed by Metropolitan Family Services.

3. What is good about working or looking for a job in DuPage County?

- Some of the communities are doing a really good job with employment. Addison has workforce training for high school kids.

4. What is challenging about working or looking for a job in DuPage County?

- Respondent stated, "You don't know when you apply for a job, what the atmosphere will be. Then you show up and it's different. It's difficult to choose between mental health and pay. You don't know what you're gonna get when you arrive."
- Some communities are better than others at building skills and it's not county-wide.

5. What job resources does your family need? What job resources would you like to see?

- Employment resources for the homeless. Respondent stated, "So many people living on the street, everyone says 'go get a job' but what if they don't have anything to start with? We need resources for people."
- Need to know more about opportunities for kids in high school to get a job with a work permit

#### **Education:**

5. Do you feel you have enough education or training for the job/career you want? Why or why not?
  - All respondents stated they had enough education to get/maintain the jobs their family needs.
6. How would you go about accessing education or job training resources in DuPage County?
  - Respondent stated, "First thought is to go to the library because it's super helpful with those types of resources, people that actually sit with you and hep you get access to a computer and find whatever job you're looking for."
7. If you have accessed education or job training resources in DuPage County, what was your experience like?
  - No responses
8. What education or job training resources do you/your family need? What education or job training resources would you like to see in DuPage County?
  - Education and employment resources could be better advised. Respondent stated she spoke to someone who wanted to work with kids, but that was a year ago and she still did not have resources.

#### **Transportation:**

6. What is your current way of getting around DuPage (car, public transportation, taxi/Uber/Lyft, etc.) a.

- All respondents stated they use a personal car to get around.
    - a. Does your current transportation method meet your needs? Why or why not?
  - All respondents stated their cars meet their families' needs.
7. What is good about transportation in DuPage County?
    - No responses
  8. What is challenging about transportation in DuPage County?
    - Respondent stated, "I feel like you almost have to have a car. You can go anywhere on a bus in the city, but here, you can only go to some main thoroughfares."
    - Schools cut off certain kids from getting on the bus. Respondent stated, "If you have to be at work at a certain time, the bus would be helpful. The way they map it, it needs to change. You have to be so many miles away to take the bus. Do you expect a kindergartener to walk to school?"
  9. Have you sought transportation programs in DuPage County? What was your experience?
    - No response
  10. What transportation resources do you/your family need?
    - More school bus services for children

**Child Care & Development:**

8. What is positive about raising children in DuPage County?
  - Resources, there's help out there
  - Parents as Teachers, Early Head Start, Head Start, Preschool for All
  - Schools provide talks about certain topics happening right now
9. What is challenging about raising children in DuPage County?
  - Schools should improve placement. Respondent stated her son was placed incorrectly in IEP.
  - There is a lot to learn about the school system, parents need education on different topics
  - Respondent lived in Oakbrook Terrace, and was told by someone at her daughter's home school when discussing ratings, "that's low-income."
  - Low-income school in Lombard only gets one principal for 900 kids because they're low-income, no support. Other higher-income schools get more than one principal.
10. What do you feel is the root cause of child poverty in DuPage County?
  - High cost of living and household expenses
  - One parent needing to stay home, less household income
11. What does quality childcare mean to you?
  - Feeling comfortable leaving your kid with someone you trust
  - Trusting someone enough to care for your kid
  - Respondent stated, "Everyone's child is their entire universe. You're trusting a stranger to help nurture and educate your child."
12. What are your experiences in trying to find quality childcare?
  - Respondent stated she has always worked with young children and wanted her son to attend preschool but could not afford private preschool. Respondent stated her son now attends a preschool for all program, attends speech therapy, and receives services.
  - Respondent stated, "When forced to pay for it, you have to choose care based on cost. You choose someone you have feelings about due to cost. You leave a child home alone for a few hours or choose an unlicensed facility. Not easy or good choices, but they are decisions a parent has to make."

- Had to make sure it was a good environment for her child and had to make decisions based on what she could afford
13. What are your experiences in trying to find other resources for your children in DuPage County?
- Expensive if you don't qualify for programs. Respondent stated, "If you take your child to the park district for a couple hours [per week], it's \$1,000."
  - Camps are too expensive. Respondent stated her mom has a home day care, but she's getting older and can't take her child to places. Respondent stated, "There's resources, places you can find scholarships, but do you qualify?" Respondent stated her child asked why they can't go to summer camp and that all their friends were going.
14. What resources for children under age 18 do you need in your community?
- Schools should improve placement, making sure the classes are invested in promoting correct placement. Respondent stated her son was placed incorrectly in IEP.
  - Educating people and children in schools on diversity. Respondent stated children are repeating what they hear at home, not liking other kids for not speaking the language, saying and repeating things that they shouldn't to other kids, so parents and their children need education.
  - Having meetings in school on diversity. Respondent stated, "They have meetings for everything else, but not diversity topics. There's never too much to learn. Teachers can only do so much if the parents are not fulfilling their roles."
  - Paper towels, Kleenex, provided by schools. Respondent stated, "We have to provide paper towels, Kleenex. Is this a school? Those things add up with living cost. How can a family continue? What happens when it runs out? Inc Chicago, we did not have to provide these things, just a backpack."
  - Need a change in pricing for childcare and activities. Could be a factor in parents deciding to stay home.

### **Community**

6. What does a well-maintained neighborhood look like to you?
- Clean
  - Mowed lawns
7. What does a safe neighborhood look like to you?
- No crime
  - Feels wanted, kids feel like they can talk to people
  - Sidewalks for people to walk instead of using the street
8. Do you believe that your neighborhood is well-maintained and safe? Why or why not?
- Certain towns do a great job, some have renovated, brand-new parks, but there are other towns that could use a lot more work.
  - Respondent used to live in Villa Park and feels it was separated into two different sections, separated by St. Charles Road. The sections with the houses have a better school system, the library was close to the houses, the roads were good. On the other side, the road was horrible, you would hear more about the violence and shootings. School ratings were so low compared to the side with the houses.
  - Respondent asked, "Why is there a bad side of Naperville?"
9. What has been your experience in accessing agencies and public facilities (parks, libraries, etc.) in DuPage County?
- Forest preserves are really good in DuPage County, well-maintained. Respondent stated, "If you're into nature, they're a really good option."
  - Respondent stated, "As someone who just moved out of DuPage County, the way they take care of snow in the winter is good. It's plowed and salted."
  - Neighborhood is clean, not a lot of trash, they all work together to make sure the upkeep is good and they cut the grass so many times to keep it up
10. What are the unmet needs in your neighborhood?
- Could use more sidewalks, see people walking in the street and that's scary. City [Chicago] has sidewalks everywhere but a lot of people in DuPage have to walk in the street.

## **Section 5: Intake and Referral Follow-Up Survey**



## I&R Client Follow Up Survey

### 1. Staff Completing the Follow-up Call:

### \* 2. Client Name:

### \* 3. Date of Consent:

### \* 4. Date of Follow Up Call

On a scale of Very Dissatisfied to Very Satisfied, please answer the following questions regarding the service or information provided to you.

### \* 5. How would you rate your experience when you called Community Services for assistance?

Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### \* 6. How would you rate your visit to Community Services?

Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### \* 7. Was the staff person who assisted you knowledgeable?

- Yes
- Neutral
- No
- Not Applicable

**\* 8. Did you get the information and/or services you needed?**

- Yes
- Neutral
- No
- Not Applicable

**\* 9. Do you feel that you will be able to use the information and/or services you were given?**

- Yes
- Neutral
- No
- Not Applicable

**\* 10. Were you referred to other services or programs outside of our office?**

- Yes
- No
- I Don't Know/Unknown

**11. If yes, were they helpful?**

- Yes
- No

**12. If no, why?**

**\* 13. What could our office do to better serve you and the community?**

**\* 14. Do you and/or your family have any unmet needs?**

- Rental Assistance
- Housing
- Energy Assistance
- Health Care/Medical Assistance
- Transportation
- Financial Assistance
- Clothing/Furniture
- Food
- Employment
- Education
- Legal Services
- None at this time
- Other

Other (please specify)

**\* 15. Would you recommend our agency to your family and friends?**

- Yes
- Neutral
- No
- Not Applicable

**\* 16. Overall, are you satisfied with your experience at DuPage County?**

- Yes
- Neutral
- No
- Not Applicable

Done

**Section 6: 211 DuPage Satisfaction Survey**





## 211 DuPage Satisfaction Survey

**\* 1. Did you learn about a new resource through 211 DuPage?**

- Yes
- No
- Client Doesn't Know
- Client Refused
- Data Not Collected

**\* 2. Did you receive the information you needed to contact an appropriate service provider?**

- Yes
- No
- Client Doesn't Know
- Client Refused
- Data Not Collected

**\* 3. Have you tried to contact any of the organizations you were referred to by 211 DuPage?**

- Yes (complete next question)
- No longer need service
- Not what I requested
- Resource did not sound promising
- Has not but is planning to contact
- No response

**4. If answered yes to question #3: Did you receive or are you receiving services from one of the organizations you were referred to by 211 DuPage?**

- Yes
- No

**5. If answered no to question #4: Why not?**

- On waiting list
- In process of applying
- Agency has not returned contact yet
- Funding was not available
- Program not accepting new applications/waitlist closed
- Could not obtain necessary documentation to obtain services
- Not eligible for service
- Transportation issues
- Service hours/location issues
- Referral information is inaccurate
- Other

Please enter additional information about referrals or accessing services.

**6. Ask the caller about each need listed in CallPoint:**

**"You called regarding \_\_\_\_\_. Was your need met?"**

**Update the Outcome of Need box in CallPoint and check the box below confirming this step has been completed.**

Complete

**\* 7. Overall, were your expectations of 211 DuPage met?**

- Yes
- No
- Client Doesn't Know
- Client Refused
- Data Not Collected

**\* 8. Would you recommend 211 DuPage services to a friend or family member?**

- Yes
- No
- Client Doesn't Know
- Client Refused
- Data Not Collected

**9. Do you have any other feedback about 211 DuPage?**

Done

**Section 7: DuPage County Community Services General Client Satisfaction Survey**



## DuPage County Customer Satisfaction Survey

	Yes	Neutral	No	N/A Not Applicable
I was helped in a timely manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was treated with respect.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The staff were friendly and helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I got the information and/or services I needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel I will be able to use the information and/or services I was given.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was informed about other agencies or community services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The staff were knowledgeable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would recommend your agency to family and friends.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, I am satisfied with my experience at DuPage County.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What is ONE thing you would change about the services you received from our agency?

(back)



## CONDADO DE DUPAGE ENCUESTA DE SATISFACCIÓN DEL CLIENTE

	Si	Neutral	No	N/A No Aplica
Me ayudaron de una manera rápida y efectiva.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Me trataron con respeto.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
El personal fue agradable y servicial.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recibí la información y/o los servicios que necesitaba.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Siento que voy a poder utilizar la información y/o los servicios que me ofrecieron.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Me dieron información acerca de otras agencias y/o servicios comunitarios.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
El personal estaba bien informado.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recomendaría esta agencia a mi familia y amigos.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
En general, estoy satisfecho con mi experiencia en el Condado de DuPage.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

¿Si pudiera cambiar UNA sola cosa de los servicios que recibí en nuestra agencia, qué cambiaría?

(Continúa atrás)

## **Section 8: Community Development Survey**

# DuPage County Community Needs Assessment Survey - 5 Year Consolidated Plan (2025-2029)

**366**  
Responses

**16:19**  
Average time to complete

**Closed**  
Status

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1. What City/Village do you live in?

**366**  
Responses

Latest Responses

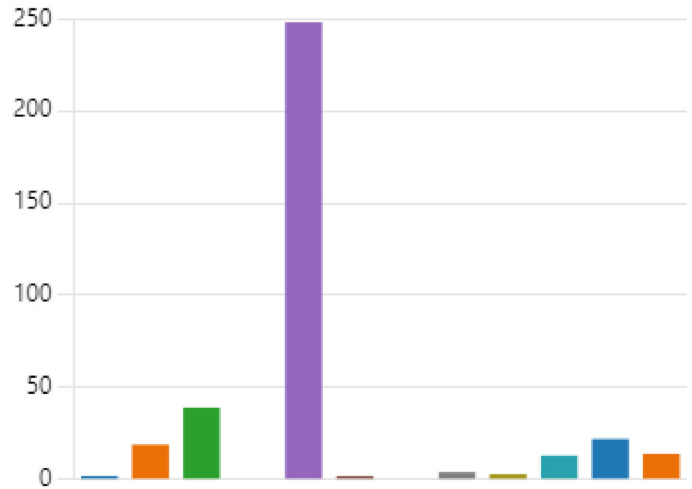
*"Elmhurst"*

*"Downers Grove"*

*"Lombard"*

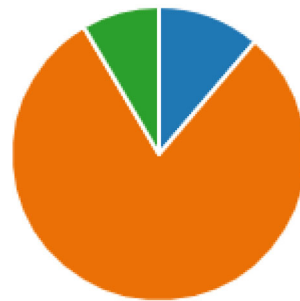
2. Please select the racial category that best describes you and/or your household.

<span style="color: blue;">●</span> American Indian or Alaskan Nati...	2
<span style="color: orange;">●</span> Asian	19
<span style="color: green;">●</span> Black/African American	39
<span style="color: red;">●</span> Native Hawaiian/Other Pacific Is...	0
<span style="color: purple;">●</span> White	248
<span style="color: brown;">●</span> American Indian/Alaskan Native...	2
<span style="color: pink;">●</span> American Indian or Alaskan Nati...	0
<span style="color: gray;">●</span> Asian and White	4
<span style="color: olive;">●</span> Black/African American and Whi...	3
<span style="color: teal;">●</span> Multiracial	13
<span style="color: blue;">●</span> Prefer not to answer	22
<span style="color: orange;">●</span> Other	14



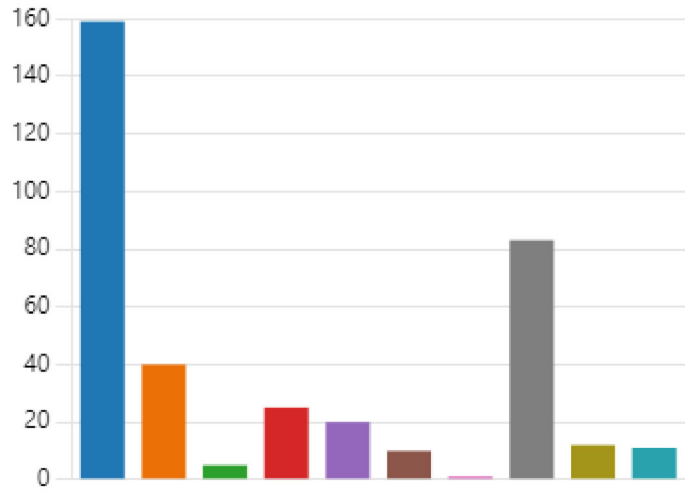
3. Please select the ethnicity category that best describes you and/or your household.

<span style="color: blue;">●</span> Hispanic/Latino	41
<span style="color: orange;">●</span> Non-Hispanic/Non-Latino	294
<span style="color: green;">●</span> Prefer not to answer	31



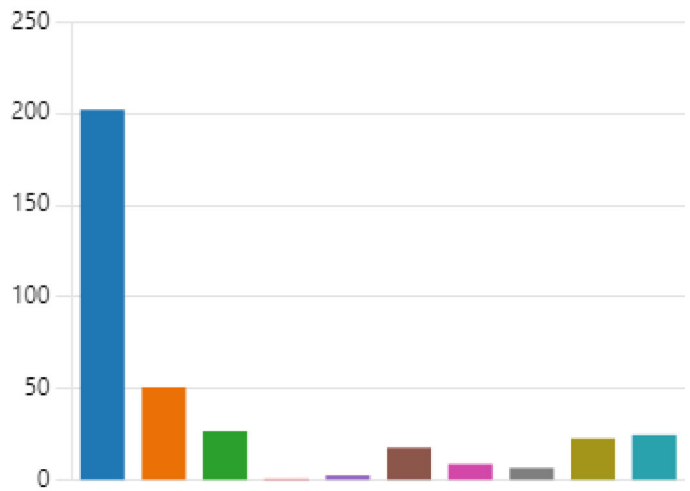
4. Please select the category that best describes your employment status.

Employed Full-Time	159
Employed Part-Time	40
Unemployed - Receiving Unem...	5
Unemployed - No Unemploye...	25
Homemaker/Stay at Home Care...	20
Self-Employed/Cash Work	10
Student	1
Retired	83
Prefer not to answer	12
Other	11



5. Please select your primary source of income.

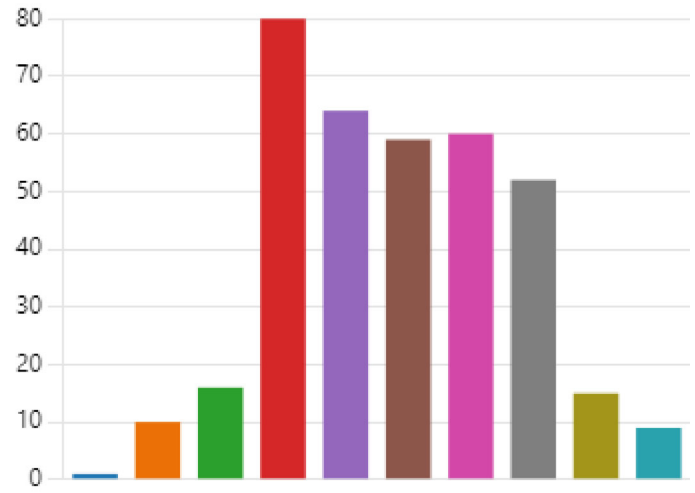
Salary/Hourly Employment Wages	202
Social Security - Retirement	51
Pension/401K/Other Retirement...	27
Unemployment Benefit Insuranc...	1
Temporary Assistance for Needy...	3
Self-Employment/Cash	18
Social Security Disability Income...	9
Supplemental Security Income (...)	7
Prefer not to answer	23
Other	25





6. Please select the age category that best describes you.

● Under 18 years of age	1
● 18-24 years of age	10
● 25-29 years of age	16
● 30-39 years of age	80
● 40-49 years of age	64
● 50-59 years of age	59
● 60-69 years of age	60
● 70-79 years of age	52
● 80 years of age and over	15
● Prefer not to answer	9



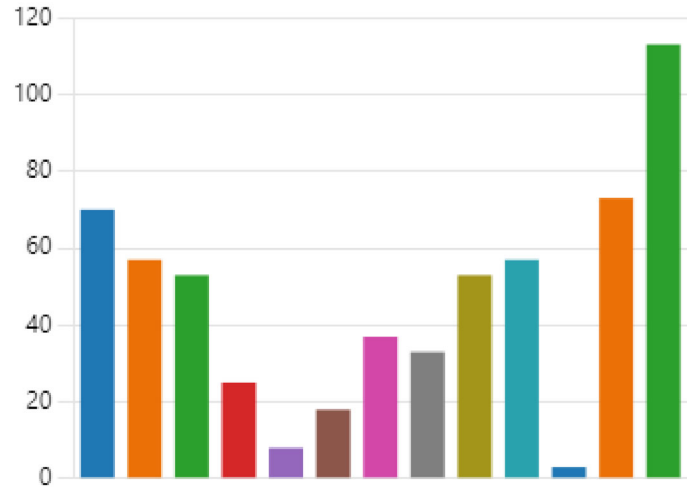
7. Please select the option that best describes your current housing status.

● Homeowner	214
● Renter	108
● Unhoused	13
● Prefer not to answer	15
● Other	16



8. Please select any of the following issues you have experienced within the last year.

● Food Insecurity (unable to affor...	70
● Inability to Pay for Utilities and/...	57
● Mental Health Crisis	53
● Lack of Access to Childcare	25
● Substance Abuse	8
● Homelessness	18
● Housing Insecurity (inability to ...	37
● Unemployment	33
● Medical Crisis	53
● Lapse in Income/Loss of Income	57
● Loss of In-Home Services (meal ...	3
● Prefer not to answer	73
● Other	113



9. Do you receive subsidies of any kind (housing, food, transportation, medical, etc.)?

● Yes	71
● No	278
● Prefer not to answer	17



10. Have you, or anyone you know, been denied housing or been discriminated against for housing? This denial or discrimination could be based on race, color, religion, national origin, gender, familial status, ancestry, age, disability, sexual orientation, source of income, marital status, or student status. Please describe your experience. You may also choose not to answer and move on to the next question.

214  
Responses

Latest Responses

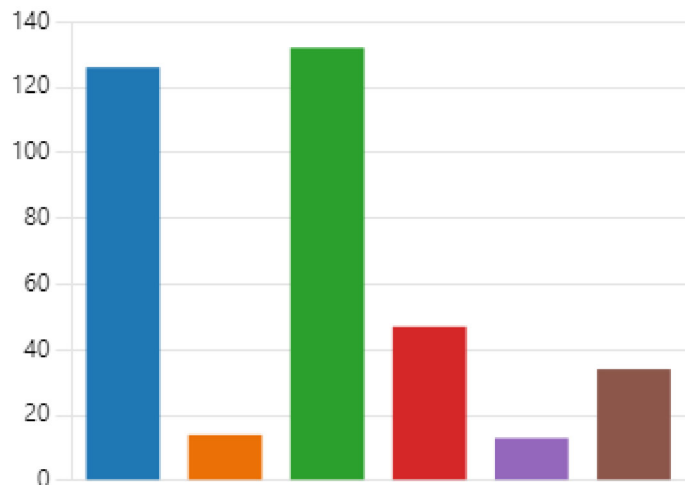
"No"

"People who are disabled and homeless should have options. "

"No"

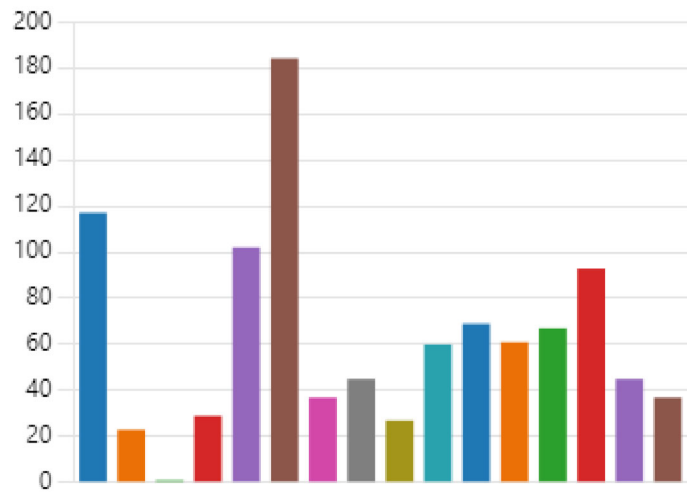
11. Which area of need is of the greatest interest to you?

- Public Services (agencies helpin... 126
- Economic Development (small b... 14
- Affordable Housing (rental and ... 132
- Homelessness Prevention/Hom... 47
- Public Facilities (e.g., parks, rem... 13
- Infrastructure (e.g., water and se... 34



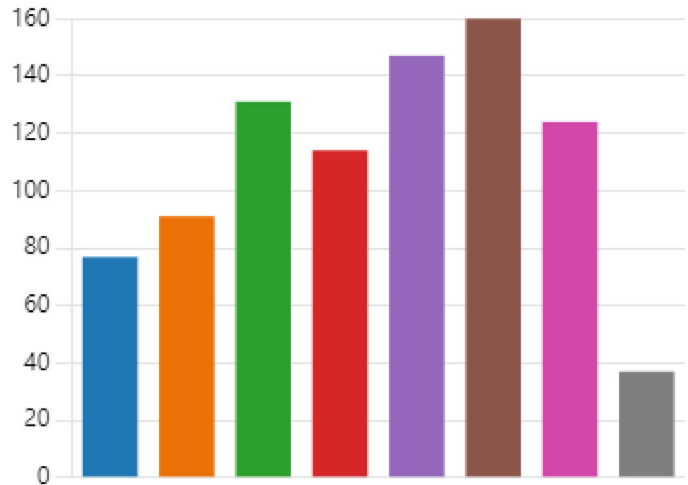
12. Select a maximum of three (3) most critical Public Service needs in your community:

● Food Pantries	117
● DV Services	23
● HIV/AIDS Services	1
● Broadband Services	29
● Senior Services	102
● Mental Health Services	184
● Services for Persons with Physic...	37
● Services for Persons with Develo...	45
● Veteran Services	27
● Youth Services	60
● Employment/Workforce Develo...	69
● Emergency Shelter Services	61
● Before/After School Childcare	67
● Public Transportation Services	93
● Financial Literacy/Education	45
● Other	37



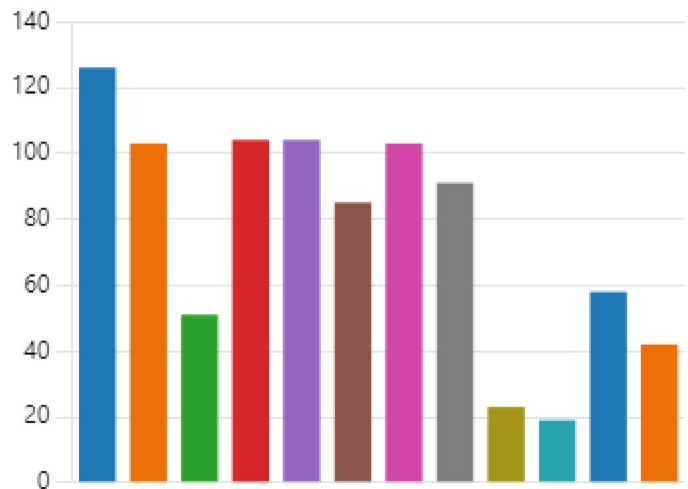
13. Select a maximum of three (3) most critical Public Facility needs in your community:

● Accessibility Improvements (ram...	77
● Community Broadband Internet...	91
● Group Homes/Community Integ...	131
● Senior Centers	114
● Health/Medical Clinic Service Ex...	147
● Community Centers	160
● Nonprofit facility improvements	124
● Other	37



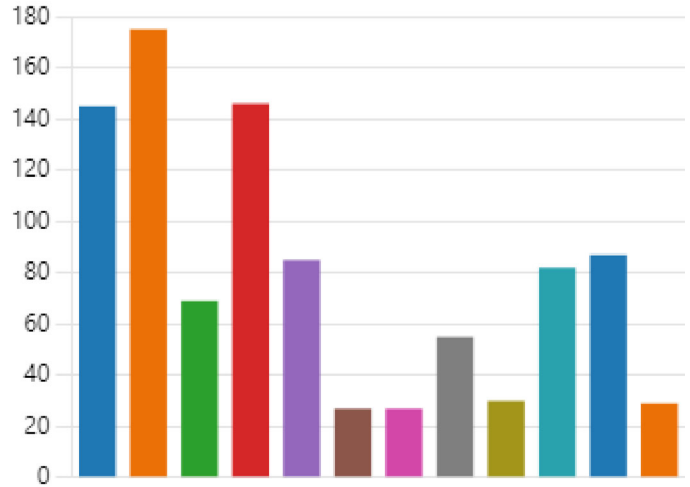
14. Select a maximum of three (3) most critical Infrastructure needs in your community:

● Accessibility (sidewalks, pathwa...	126
● Sidewalks	103
● Water Main Improvements	51
● Green Infrastructure	104
● Public Parks	104
● Flood Mitigation	85
● Street Lighting	103
● Street Resurfacing	91
● Sanitary Sewer Improvements	23
● Solid Waste Disposal Facilities	19
● Storm Sewer Improvements	58
● Other	42



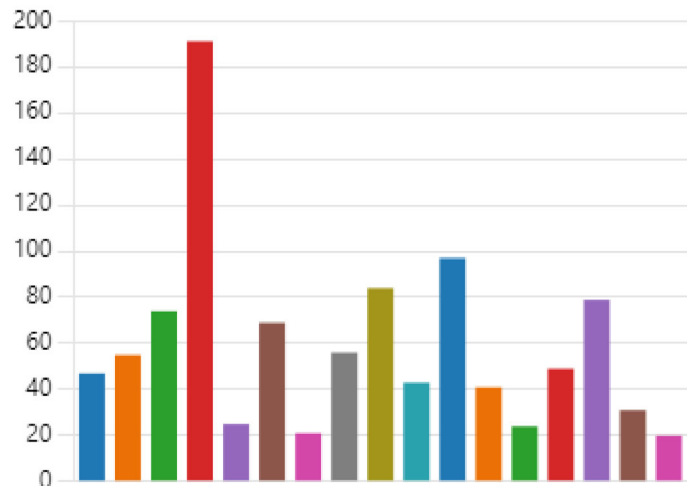
15. Select a maximum of three (3) most critical Housing needs in your community:

● Affordable Housing - Senior Re...	145
● Affordable Housing - Family Re...	175
● Affordable Housing - Workforce	69
● Affordable Housing - Ownership	146
● Permanent Supportive Housing	85
● ADA Accessibility	27
● Hazard Mitigation (Lead, Asbest...	27
● Energy Efficiency Programs (We...	55
● Owner Occupied Housing Reha...	30
● Down Payment/Closing Cost As...	82
● In-Home Caregiver/Respite Serv...	87
● Other	29



16. Select a maximum of three (3) most critical Homeless needs in your community:

● Financial Literacy and Education	47
● Street outreach	55
● Access to available public benefi...	74
● Mental Health Services	191
● Landlord Engagement	25
● Employment/Workforce Develo...	69
● Unaccompanied Youth Programs	21
● Interim Overnight Housing (Shel...	56
● Case Management (to assist ind...	84
● Substance Abuse Services	43
● Homeless Prevention Services	97
● Legal Assistance	41
● Housing Navigation Services	24
● Domestic Violence Programs	49
● Rent/Mortgage Assistance	79
● Utility Assistance	31
● Other	20



# DuPage County Community Needs Assessment Survey - 5 Year Consolidated Plan (2025-2029)

366

Responses

16:19

Average time to complete

Closed

Status

1. What City/Village do you live in?

366

Responses

Latest Responses

*"Elmhurst"*

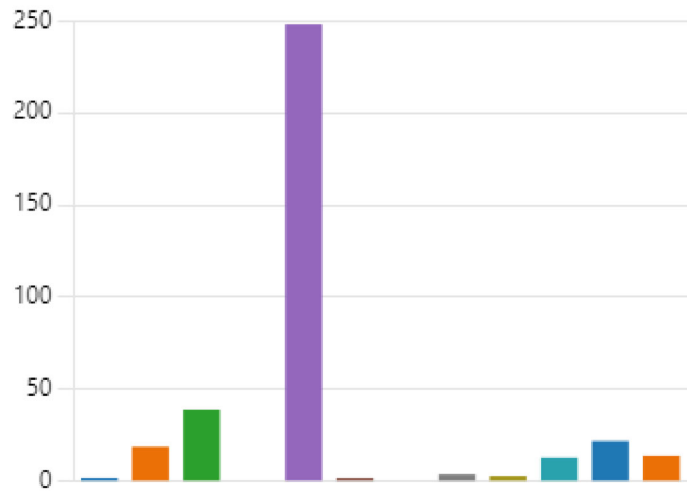
*"Downers Grove"*

*"Lombard"*



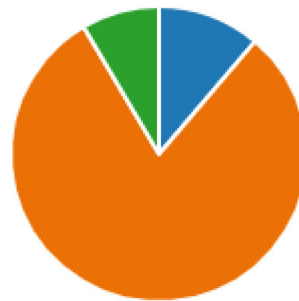
2. Please select the racial category that best describes you and/or your household.

<span style="color: blue;">●</span> American Indian or Alaskan Nati...	2
<span style="color: orange;">●</span> Asian	19
<span style="color: green;">●</span> Black/African American	39
<span style="color: red;">●</span> Native Hawaiian/Other Pacific Is...	0
<span style="color: purple;">●</span> White	248
<span style="color: brown;">●</span> American Indian/Alaskan Native...	2
<span style="color: pink;">●</span> American Indian or Alaskan Nati...	0
<span style="color: gray;">●</span> Asian and White	4
<span style="color: olive;">●</span> Black/African American and Whi...	3
<span style="color: teal;">●</span> Multiracial	13
<span style="color: blue;">●</span> Prefer not to answer	22
<span style="color: orange;">●</span> Other	14



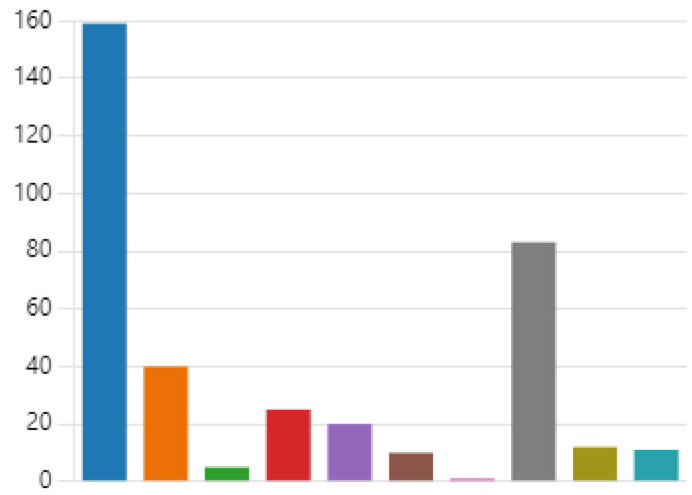
3. Please select the ethnicity category that best describes you and/or your household.

<span style="color: blue;">●</span> Hispanic/Latino	41
<span style="color: orange;">●</span> Non-Hispanic/Non-Latino	294
<span style="color: green;">●</span> Prefer not to answer	31



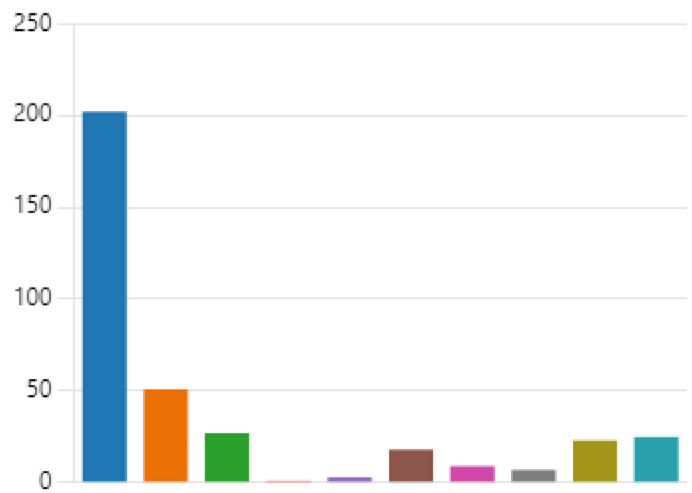
4. Please select the category that best describes your employment status.

Employed Full-Time	159
Employed Part-Time	40
Unemployed - Receiving Unem...	5
Unemployed - No Unemploye...	25
Homemaker/Stay at Home Care...	20
Self-Employed/Cash Work	10
Student	1
Retired	83
Prefer not to answer	12
Other	11



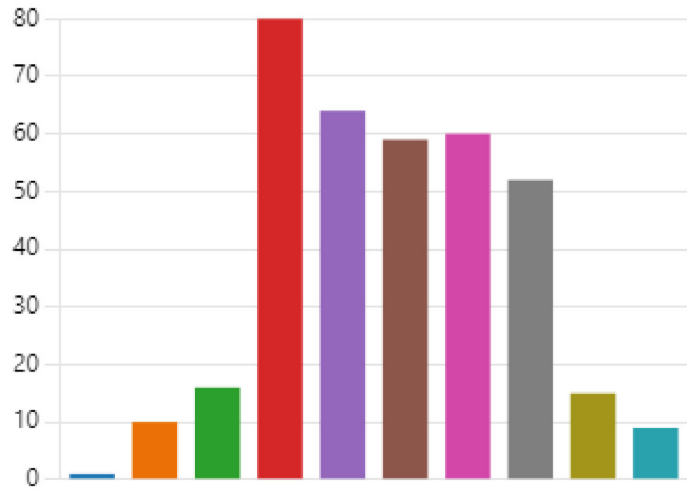
5. Please select your primary source of income.

Salary/Hourly Employment Wages	202
Social Security - Retirement	51
Pension/401K/Other Retirement...	27
Unemployment Benefit Insuranc...	1
Temporary Assistance for Needy...	3
Self-Employment/Cash	18
Social Security Disability Income...	9
Supplemental Security Income (...)	7
Prefer not to answer	23
Other	25



6. Please select the age category that best describes you.

● Under 18 years of age	1
● 18-24 years of age	10
● 25-29 years of age	16
● 30-39 years of age	80
● 40-49 years of age	64
● 50-59 years of age	59
● 60-69 years of age	60
● 70-79 years of age	52
● 80 years of age and over	15
● Prefer not to answer	9



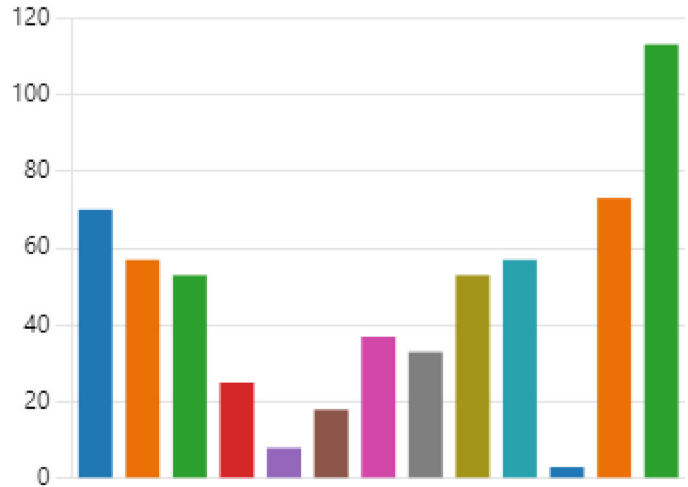
7. Please select the option that best describes your current housing status.

● Homeowner	214
● Renter	108
● Unhoused	13
● Prefer not to answer	15
● Other	16



8. Please select any of the following issues you have experienced within the last year.

● Food Insecurity (unable to affor...	70
● Inability to Pay for Utilities and/...	57
● Mental Health Crisis	53
● Lack of Access to Childcare	25
● Substance Abuse	8
● Homelessness	18
● Housing Insecurity (inability to ...	37
● Unemployment	33
● Medical Crisis	53
● Lapse in Income/Loss of Income	57
● Loss of In-Home Services (meal ...	3
● Prefer not to answer	73
● Other	113



9. Do you receive subsidies of any kind (housing, food, transportation, medical, etc.)?

● Yes	71
● No	278
● Prefer not to answer	17



10. Have you, or anyone you know, been denied housing or been discriminated against for housing? This denial or discrimination could be based on race, color, religion, national origin, gender, familial status, ancestry, age, disability, sexual orientation, source of income, marital status, or student status. Please describe your experience. You may also choose not to answer and move on to the next question.

214  
Responses

Latest Responses

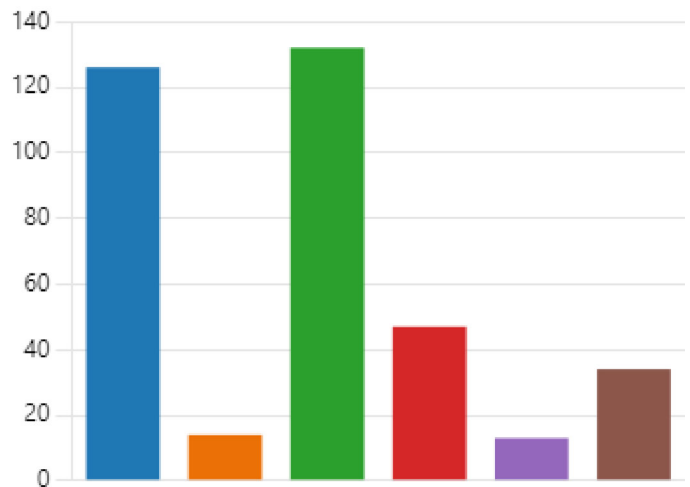
"No"

"People who are disabled and homeless should have options. "

"No"

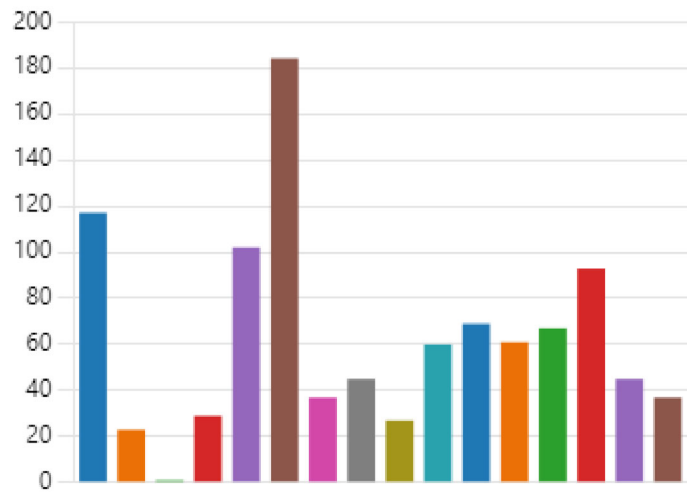
11. Which area of need is of the greatest interest to you?

- Public Services (agencies helpin... 126
- Economic Development (small b... 14
- Affordable Housing (rental and ... 132
- Homelessness Prevention/Hom... 47
- Public Facilities (e.g., parks, rem... 13
- Infrastructure (e.g., water and se... 34



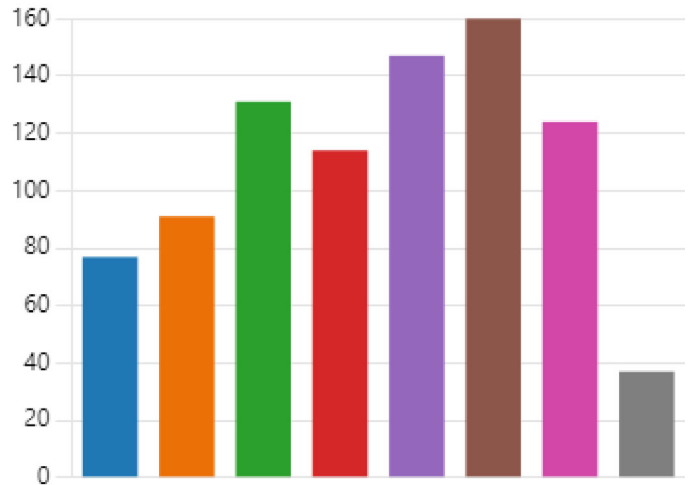
12. Select a maximum of three (3) most critical Public Service needs in your community:

● Food Pantries	117
● DV Services	23
● HIV/AIDS Services	1
● Broadband Services	29
● Senior Services	102
● Mental Health Services	184
● Services for Persons with Physic...	37
● Services for Persons with Develo...	45
● Veteran Services	27
● Youth Services	60
● Employment/Workforce Develo...	69
● Emergency Shelter Services	61
● Before/After School Childcare	67
● Public Transportation Services	93
● Financial Literacy/Education	45
● Other	37



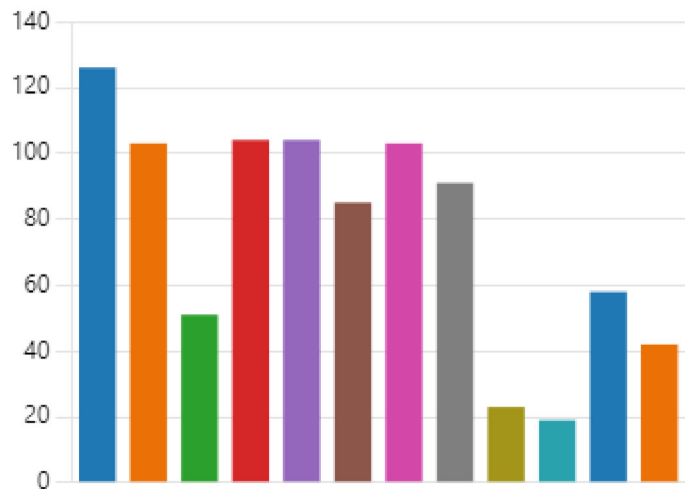
13. Select a maximum of three (3) most critical Public Facility needs in your community:

● Accessibility Improvements (ram...	77
● Community Broadband Internet...	91
● Group Homes/Community Integ...	131
● Senior Centers	114
● Health/Medical Clinic Service Ex...	147
● Community Centers	160
● Nonprofit facility improvements	124
● Other	37



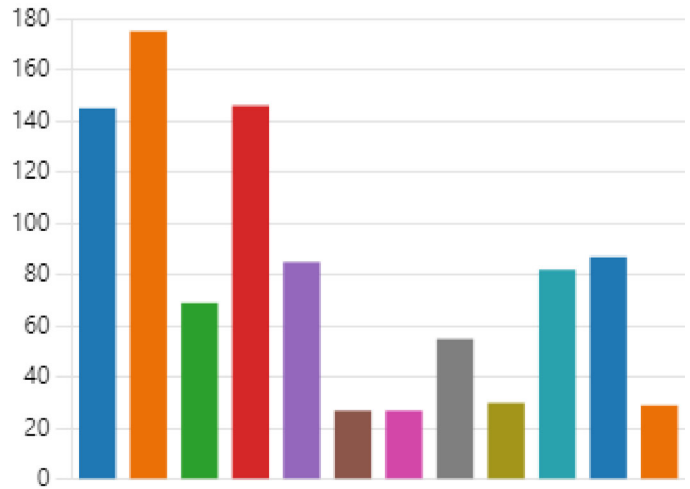
14. Select a maximum of three (3) most critical Infrastructure needs in your community:

● Accessibility (sidewalks, pathwa...	126
● Sidewalks	103
● Water Main Improvements	51
● Green Infrastructure	104
● Public Parks	104
● Flood Mitigation	85
● Street Lighting	103
● Street Resurfacing	91
● Sanitary Sewer Improvements	23
● Solid Waste Disposal Facilities	19
● Storm Sewer Improvements	58
● Other	42



15. Select a maximum of three (3) most critical Housing needs in your community:

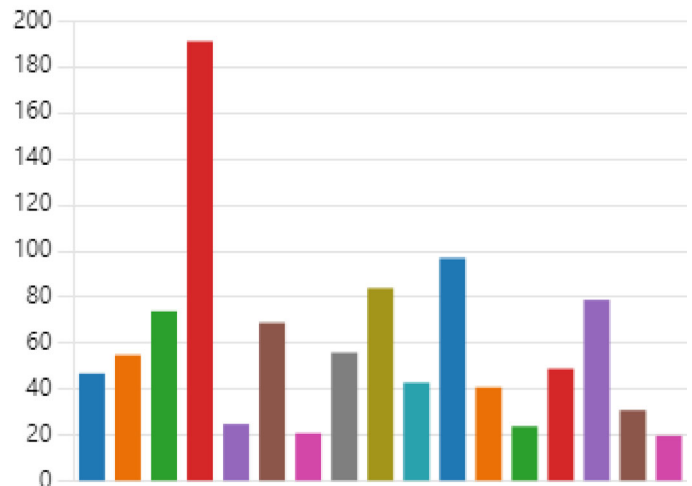
● Affordable Housing - Senior Re...	145
● Affordable Housing - Family Re...	175
● Affordable Housing - Workforce	69
● Affordable Housing - Ownership	146
● Permanent Supportive Housing	85
● ADA Accessibility	27
● Hazard Mitigation (Lead, Asbest...	27
● Energy Efficiency Programs (We...	55
● Owner Occupied Housing Reha...	30
● Down Payment/Closing Cost As...	82
● In-Home Caregiver/Respite Serv...	87
● Other	29





16. Select a maximum of three (3) most critical Homeless needs in your community:

● Financial Literacy and Education	47
● Street outreach	55
● Access to available public benefi...	74
● Mental Health Services	191
● Landlord Engagement	25
● Employment/Workforce Develo...	69
● Unaccompanied Youth Programs	21
● Interim Overnight Housing (Shel...	56
● Case Management (to assist ind...	84
● Substance Abuse Services	43
● Homeless Prevention Services	97
● Legal Assistance	41
● Housing Navigation Services	24
● Domestic Violence Programs	49
● Rent/Mortgage Assistance	79
● Utility Assistance	31
● Other	20



# DuPage County Non-Profit Needs Assessment Survey 5 Year Consolidated Plan (2025-2029)

**52**  
Responses

**85:49**  
Average time to complete

**Closed**  
Status

1. What organization or agency do you represent?

**52**  
Responses

Latest Responses  
"HOPE Fair Housing Center"  
"UCP Seguin"  
"Turning Pointe Autism Foundation"

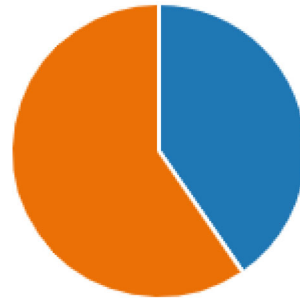
2. What is your title and/or role within the organization or agency?

**52**  
Responses

Latest Responses  
"Executive Director"  
"Client"  
"Advancement Director"

3. Is the organization or agency a member of the DuPage County Continuum of Care?

● Yes	21
● No	31



4. What city/village does the organization/agency primarily serve? Please list all areas, which may be the entire County of DuPage.

52  
Responses

Latest Responses

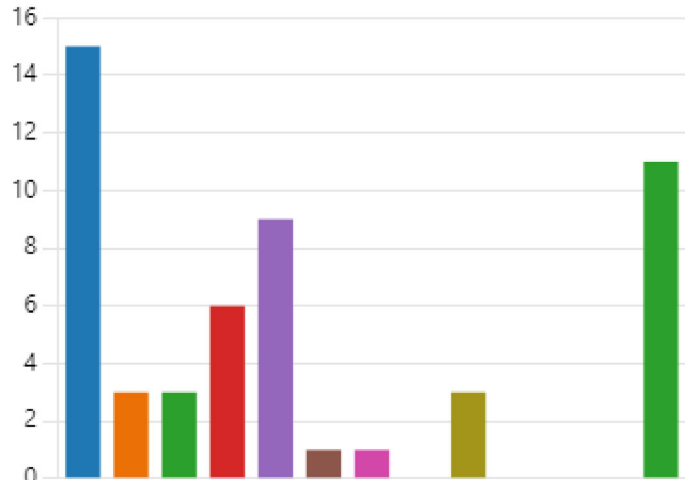
*"All of DuPage County. In addition we provide services to 39 ot...*

*"Elmhurst "*

*"Naperville, Wheaton, "*

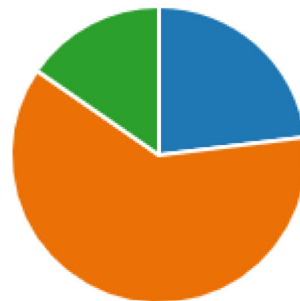
5. Select the population the organization/agency primarily serves.

● Persons with Disabilities	15
● Children (Under 18)	3
● Youth (18 - 24)	3
● Seniors	6
● Individuals and/or Families Expe...	9
● Individuals Experiencing Mental ...	1
● Individuals with Substance Abus...	1
● Veterans	0
● General Public	3
● Domestic Violence Survivors	0
● LGBTQ	0
● Individuals Experiencing Behavi...	0
● Other	11



6. What is the primary age group of the population served by the organization/agency?

● 0-17 years of age	12
● 18-61 years of age	32
● 62+ years of age	8



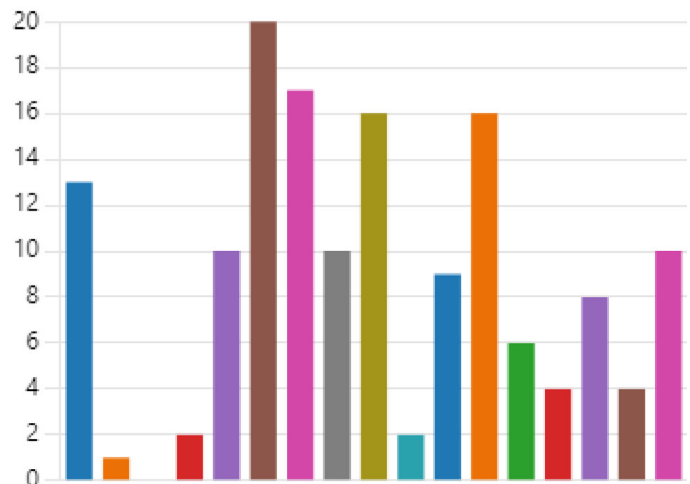
7. Select the option below which represents the primary household income level served by your agency:

- Extremely Low-Income (0-30% ... 23
- Very Low-Income (31-50% MFI) 15
- Low-Income (51-80% MFI) 10
- Moderate-Income (81%+ MFI) 4



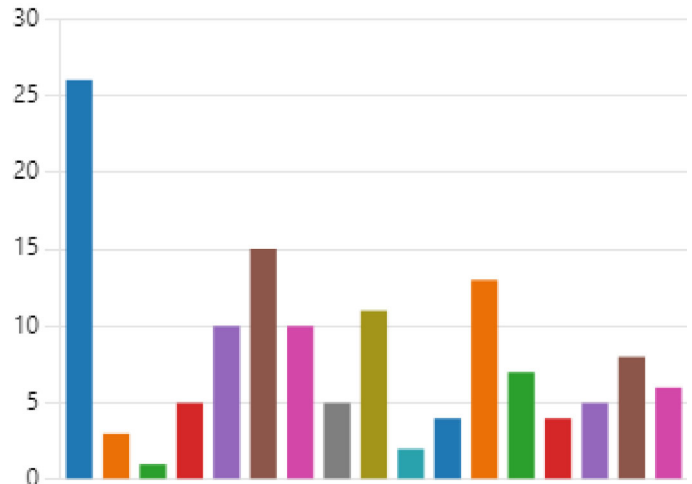
8. Select a maximum of three (3) most critical public service needs for those served by your organization/agency.

- Food Pantries 13
- DV Services 1
- HIV/AIDS Services 0
- Broadband Services 2
- Senior Services 10
- Mental Health Services 20
- Behavioral Health Services 17
- Services for Persons with Physic... 10
- Services for Persons with Develo... 16
- Veteran Services 2
- Youth Services 9
- Employment/Workforce Develo... 16
- Emergency Shelter Services 6
- Before/After School Childcare 4
- Public Transportation Services 8
- Financial Literacy/Education 4
- Other 10



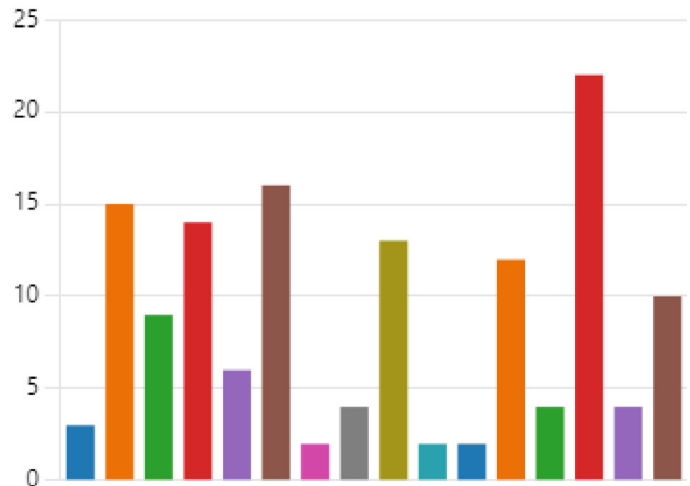
9. Select the three (3) existing public services which are most available to those served by your organization/agency.

● Food Pantries	26
● DV Services	3
● HIV/AIDS Services	1
● Broadband Services	5
● Senior Services	10
● Mental Health Services	15
● Behavioral Health Services	10
● Services for Persons with Physic...	5
● Services for Persons with Develo...	11
● Veteran Services	2
● Youth Services	4
● Employment/Workforce Develo...	13
● Emergency Shelter Services	7
● Before/After School Childcare	4
● Public Transportation Services	5
● Financial Literacy/Education	8
● Other	6



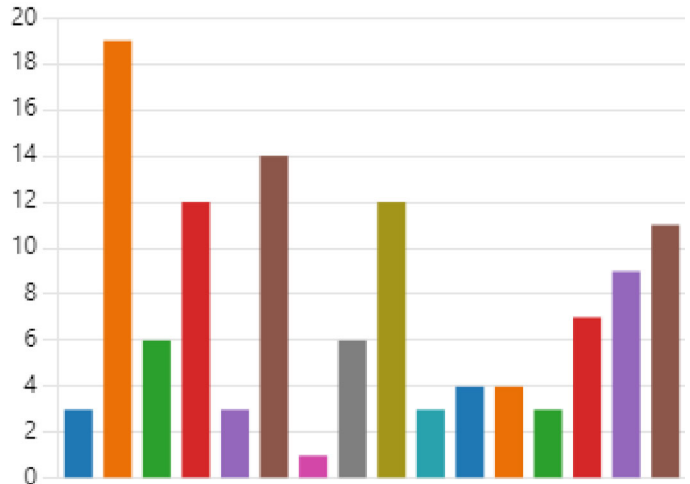
10. Select a maximum of three (3) most critical homelessness prevention needs for those served by your organization/agency.

● Street Outreach	3
● Public Benefit Access (Medicaid,...	15
● Financial Literacy/Education	9
● Mental Health Services	14
● Landlord Engagement	6
● Employment/Workforce Develo...	16
● Unaccompanied Youth Services	2
● Interim Overnight Housing (Shel...	4
● Case Management Services	13
● Substance Abuse Services	2
● DV Shelters	2
● Housing Navigation Services	12
● Legal Services	4
● Rent/Mortgage Assistance	22
● Utility Assistance	4
● Other	10



11. Select the three (3) existing homelessness prevention services which are most available to those served by your organization/agency.

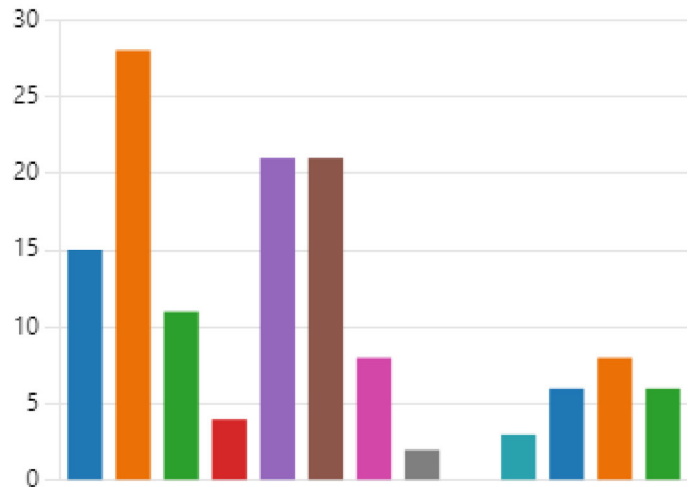
● Street Outreach	3
● Public Benefit Access (Medicaid,...	19
● Financial Literacy/Education	6
● Mental Health Services	12
● Landlord Engagement	3
● Employment/Workforce Develo...	14
● Unaccompanied Youth Services	1
● Interim Overnight Housing (Shel...	6
● Case Management Services	12
● Substance Abuse Services	3
● DV Shelters	4
● Housing Navigation Services	4
● Legal Services	3
● Renta/Mortgage Assistance	7
● Utility Assistance	9
● Other	11





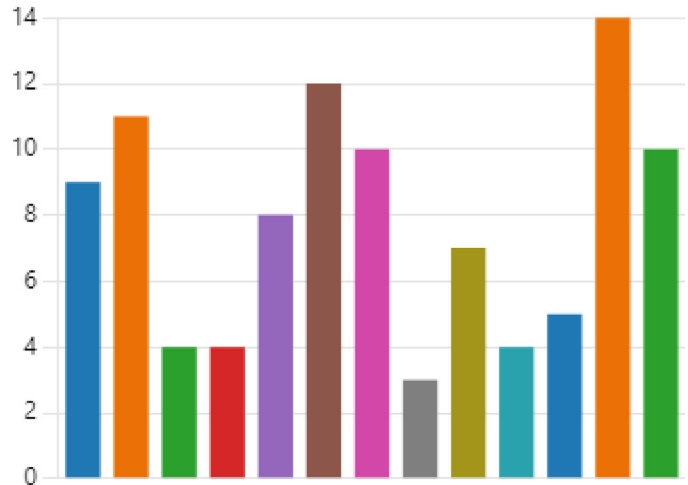
12. Select a maximum of three (3) most critical housing needs for those served by your organization/agency.

- Affordable Housing - Senior Re... 15
- Affordable Housing - Family Re... 28
- Affordable Housing - Ownership 11
- Affordable Housing - Workforce 4
- Permanent Supportive Housing 21
- Group Homes and/or Communi... 21
- ADA Accessibility 8
- Hazard Mitigation (Lead, Asbest... 2
- Energy Efficiency Programs (We... 0
- Owner Occupied Housing Reha... 3
- Down Payment/Closing Cost As... 6
- In-Home Caregiver/Respite Serv... 8
- Other 6



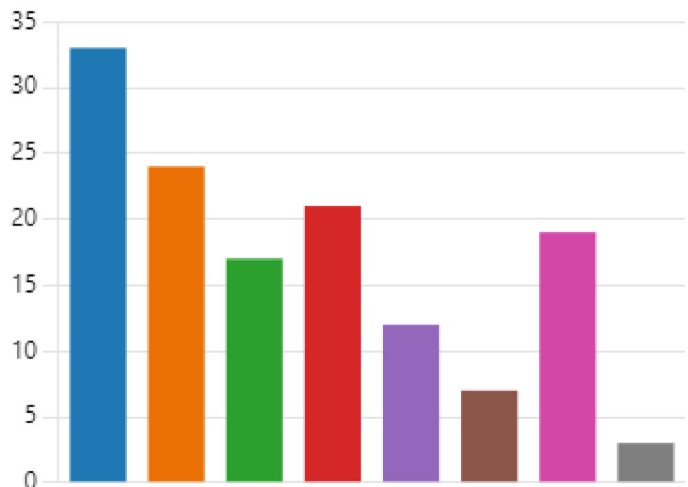
13. Select the (3) existing housing opportunities which are most available to those served by your organization/agency.

- Affordable Housing - Senior Re... 9
- Affordable Housing - Family Re... 11
- Affordable Housing - Ownership 4
- Affordable Housing - Workforce 4
- Permanent Supportive Housing 8
- Group Homes and/or Communi... 12
- ADA Accessibility 10
- Hazard Mitigation (Lead, Asbest... 3
- Energy Efficiency Programs (We... 7
- Owner Occupied Housing Reha... 4
- Down Payment/Closing Cost As... 5
- In-Home Caregiver/Respite Serv... 14
- Other 10



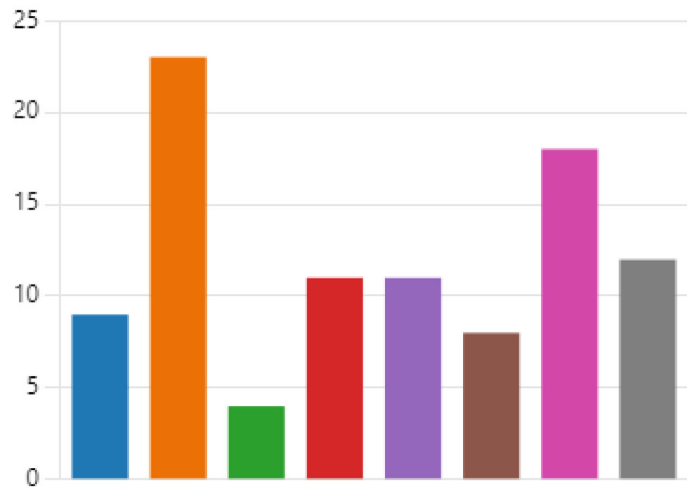
14. Select a maximum of three (3) most critical employment needs for those served by your organization/agency.

- Living Wage Jobs 33
- Workforce Development/Training 24
- Workforce Childcare 17
- Public Transportation 21
- Jobs Offering Health Benefits 12
- Job Opportunities for Seniors 7
- Job Opportunities for Persons w... 19
- Other 3



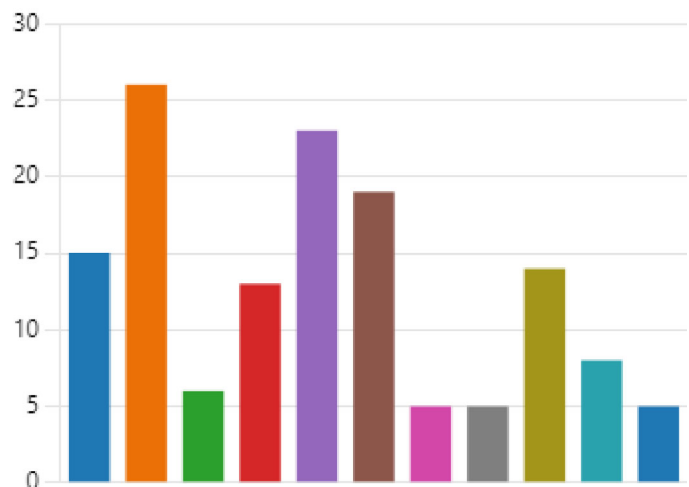
15. Select the three (3) existing employment opportunities which are most available to those served by your organization/agency.

● Living Wage Jobs	9
● Workforce Development/Training	23
● Workforce Childcare	4
● Public Transportation	11
● Jobs Offering Health Benefits	11
● Job Opportunities for Seniors	8
● Job Opportunities for Persons w...	18
● Other	12



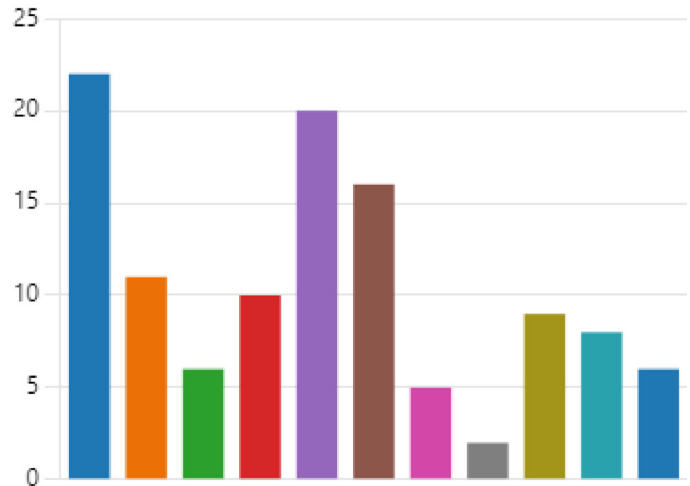
16. Select a maximum of three (3) most critical health needs for those served by your organization/agency.

● Medical/Health Clinic Expansion	15
● Dental Care	26
● Vision Care	6
● Medical Transportation	13
● Mental Health Services	23
● Behavioral Health Services	19
● Home Health Care	5
● Medical Equipment Assistance	5
● Caregiver Respite Services	14
● Substance Disorder Services	8
● Other	5



17. Select the three (3) existing health services which are most available to those served by your organization/agency.

● Medical/Health Clinic Expansion	22
● Dental Care	11
● Vision Care	6
● Medical Transportation	10
● Mental Health Services	20
● Behavioral Health Services	16
● Home Health Care	5
● Medical Equipment Assistance	2
● Caregiver Respite Services	9
● Substance Disorder Services	8
● Other	6



18. Over the next five (5) years, how many agency/organization owned properties serving presumed benefit or income eligible individuals or families will need rehabilitation to better serve those assisted?

52  
Responses

Latest Responses  
"1"  
"25"  
"2"

19. What is the estimated cost of the rehabilitation needs identified above?

52  
Responses

Latest Responses  
"180000"  
"20000"  
"10000000"