

DuPage County Department of Community Services

2018 Community Needs Assessment

Prepared by Impact DuPage

July 2018



Driving DuPage Forward

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Executive Summary

The mission of the DuPage County Department of Community Services (Community Services) is to provide and support programs, services and partnerships that keep people safe in their homes, environments, and relationships; provide connections between those in need and the resources that support them; and help residents escape poverty, maintain independence and achieve economic self-sufficiency.

Every three years, Community Services conducts an assessment of needs and poverty in DuPage County as part of the Community Services Block Grant program. Since 2016, Community Services has partnered with Impact DuPage to conduct these assessments. The 2018 Community Needs Assessment is comprised of qualitative and quantitative data about needs and poverty in DuPage County.

Qualitative data was collected via a client survey, stakeholder survey, and focus groups. The client survey asks about individuals' needs within categories such as employment, education, housing, and health. Nearly 2,500 surveys were collected from residents of DuPage County who obtain services from various health and human service organizations. The most common unmet needs mentioned were related to housing, finances, and transportation.

The client survey was distributed in both English and Spanish forms. Though there was agreement between English-speaking and Spanish-speaking respondents, there were some questions where there were differences in responses. A larger proportion of English-speaking respondents indicated that they needed assistance with paying for education, budgeting money, finding affordable housing, and paying for car maintenance. A larger proportion of Spanish-speaking respondents indicated they needed assistance with communication skills, receiving legal guidance about immigration, finding and cooking healthy foods, and receiving affordable health and dental care. Additionally, a larger proportion of Spanish respondents reported that safety was an improvement that they would like to see in their community.

Similar themes were observed in focus groups and the stakeholder survey. Clients who participated in focus groups also noted the challenges to finding full-time employment with wages that meet all their needs. The stakeholder survey gathered feedback from community partners, and the results highlighted both employment needs and housing needs as the greatest challenges facing low-income families in DuPage County. Stakeholders reported that low-income families and individuals need assistance with employment, job training, housing, child care, and transportation in order to achieve or maintain self-sufficiency. When asked about causes of poverty, stakeholders most frequently cited lack of education, lack of job opportunities and low wages, and lack of affordable housing.

Insights and alignment can also be gained from other county strategic planning efforts. Impact DuPage, a partnership of community leaders committed to advancing well-being, conducted a robust assessment of needs in 2018, identifying health status improvement, affordable housing, and behavioral health as strategic issues to address over the next three years. In 2016, Impact DuPage conducted focus groups to learn more about the need for affordable housing. These focus groups included current or prospective participants of the DuPage County Family Self-Sufficiency Program. Participants shared the challenges involved in finding quality, affordable housing including the difficulty of using and stigma related to housing vouchers.

Overall, poverty rates in DuPage County remain below state and national rates, but the poverty rate has increased over the last decade. Moreover, disparities can be seen, as Hispanic or Latino, black or African American, and Native Hawaiian or Pacific Islander residents have higher poverty rates than other race or ethnic populations. Similar disparities can also be seen in children, as black or African American, Native American or Alaska Native, and Hispanic or Latino children have higher poverty rates than other populations. DuPage County continues to compare favorably to Illinois and the United States in terms of educational attainment and income.

Introduction

DuPage County Department of Community Services (Community Services) is a designated Community Action Agency that works to empower people with needs in DuPage County to become self-sufficient and lead enriched, productive lives. Community Services' goals include: keeping people safe in their homes, environments, and relationships; connecting those in need to the resources that support them; and providing support to help residents escape poverty, maintain independence, and achieve economic self-sufficiency.

Community Services offers assistance to residents through the following divisions: Intake and Referral, Family Center, Senior Services, Community Development, and Housing Supports and Self-Sufficiency. Intake and Referral is the entryway into Community Services by providing centralized intake and assessment which helps to ensure residents needs are addressed and triaged to the appropriate division or local partner organization. Community Services offers a myriad of programs including case management, housing and utility assistance, transportation assistance, financial assistance and information referral. Community Services also administrates the Community Services Block Grant (CSBG). This Community Needs Assessment informs the CSBG work plan and administration of CSBG funds.

The Community Service Block Grant Advisory Board is responsible for assessing the unmet social needs of DuPage County residents and designing and funding programs that address these needs.

2018 Community Service Block Grant Advisory Board

Member Name	Represents	Sector
Laurel Bowen	Downers Grove Fish	Client Representative
Nicole Cameron	Metropolitan Family Services DuPage	Client Representative
Roger Cave (Alternate)	Parent's Alliance Employment Project	Private
Don Davia	Spectrios	Client Representative
Elizabeth Chaplin	DuPage County Board	Public/Elected Official
Vanessa Roth	Outreach Community Ministries	Private
Amy L. Grant	DuPage County Board	Public/Elected Official
"Molly" Mary K. Howieson	Bridge Community, Inc.	Private
Tonia Khouri	DuPage County Board	Public/Elected Official
Robert Larsen	DuPage County Board	Public/Elected Official
Kathleen McNamara	Carol Stream Police Department	Private
Jamie Pacis	Northwestern Medicine CDH	Private
Millie Rodriguez	Naperville Township	Client Representative
Christina LePage	People's Resource Center	Client Representative
Sam Tornatore	DuPage County Board	Public/Elected Official
Kristen Sheffield	Parent's Alliance Employment Project	Private

Qualitative Data from the Community

Community Services partnered with Impact DuPage to administer two surveys regarding community needs. Impact DuPage is a collective impact partnership, primarily comprised of community leaders from health and human service sectors throughout DuPage County, including Community Services, that is committed to creating a common understanding of community needs, gaps, and priorities to advance well-being.

Client Survey

In order to gather feedback from low-income residents on needs related to education, employment, housing, parenting, food, finances, transportation, health, and basic needs, Impact DuPage surveyed clients at health and human agencies throughout the county.

Methodology

Between February 5, 2018 and March 30, 2018, Community Services surveyed clients using the Client Needs Assessment survey (Appendix I), originally provided by the Illinois Department of Commerce & Economic Opportunity and edited for distribution by Impact DuPage in 2018 to simplify language and reduce survey length. In addition, twenty-two other health and human service agencies in DuPage County, including current Community Service Block Grant sub grantees, distributed the survey to their clients. The survey was available in both English and Spanish, as well as electronically, though the majority of surveys were completed on paper.

Survey Collection Sites

Organization	Location
360 Youth Services	1305 Oswego Road, Naperville
Bensenville School District 2	210 S. Church Street, Bensenville
Bridge Communities	505 Crescent Blvd, Glen Ellyn
Carol Stream Police Department	505 North Ave, Carol Stream
Catholic Charities	3130 Finley Road, Lombard
DuPage County Community Services	421 N. County Farm Road, Wheaton
DuPage County Family Center	422 N. County Farm Road, Wheaton
DuPage County Health Department - WPHC	245 W. Roosevelt Road, West Chicago
DuPage County Health Department - CPHC	111 N. County Farm Road, Wheaton
DuPage County Health Department - NPHC	1111 W. Lake Street, Addison
DuPage County Health Department - EPHC	1111 E. Jackson Street, Lombard
DuPage County Health Department - SEPHC	422 N. Cass Avenue, Westmont
Family Shelter Service	605 E Roosevelt Road, Wheaton
DuPagePads	601 West Liberty, Wheaton
HOME DuPage	1600 E. Roosevelt Road, Wheaton
Loaves & Fishes Community Services	1871 High Grove Lane, Naperville
Naperville Township	139 Water Street, Naperville
Midwest Shelter for Homeless Veterans	433 S. Carlton Ave, Wheaton
Outreach Community Ministries	122 West Liberty Drive, Wheaton
Open Door DuPage Federation on Human Services Reform	1717 Park, Naperville
People's Resource Center	201 S. Naperville Road, Wheaton
Repeat Boutique	1825 College Ave, Wheaton
Wayne Township	27W031 North Avenue, West Chicago

Winfield Township	130 Arbor Ave, West Chicago
West Suburban Community Pantry	6809 Hobson Valley Drive, Woodridge
workNet DuPage/WIOA	2525 Cabot Drive #302, Lisle
York Township	1502 South Meyers Road, Lombard

Each organization was provided with a summary of the results from their survey site to be used for internal strategic planning or other planning efforts.

Results

Surveys were collected from 2,496 residents in DuPage County, 2,137 in English and 359 in Spanish. Demographics of the respondents are below.

Demographic Category	Number (Percentage) of English Respondents	Number (Percentage) of Spanish Respondents
Gender		
Female	1,517 (71%)	302 (84%)
Male	520 (24%)	39 (11%)
Non-binary/third gender	7 (<1%)	2 (<1%)
Prefer not to say	9 (<1%)	0 (0%)
Prefer to self-describe	0 (0%)	0 (0%)
Did not answer	84 (4%)	16 (4%)
Age Range		
18-24 years	143 (7%)	10 (3%)
25-34 years	374 (18%)	87 (24%)
35-44 years	471 (22%)	142 (40%)
45-54 years	407 (19%)	68 (19%)
55-64 years	387 (18%)	21 (6%)
65+ years old	292 (14%)	9 (2.5%)
Did not answer	63 (3%)	22 (6%)

Respondents were asked to select the needs they could use help with regarding employment, education, financial and legal issues, housing, food and nutrition, basic needs, child care and development, parenting and family support, transportation, and health. Below are the top three needs selected in each category for DuPage County. Needs with less than five responses were not included. The total number of survey responses is listed. The top needs for zip codes with more than 30 responses can be found in Appendix II.

Between English and Spanish respondents, there were some differences in the types of assistance that was requested. English respondents indicated a higher need for resume writing, paying for education, budgeting money, finding affordable housing, paying utility bills, paying for car repairs and registration fees, and finding mental health treatment. Spanish respondents indicated a higher need for getting appropriate clothing for employment, learning English, improving communication skills, receiving legal assistance regarding immigration or deportation, getting food from food pantries, cooking healthy food, basic needs including house wares, clothing, and personal care items, getting access to the internet, obtaining health and dental insurance, and finding health and dental care.

Employment, Education, Financial, Housing, and Food Needs

Combined English and Spanish Survey Respondents

Location	N=	Employment Needs	Education Needs	Financial and/or Legal Needs	Housing Needs	Food & Nutrition Needs
DuPage County	2,496	<ul style="list-style-type: none"> Find a full-time job (20%) Training or education for the job that I want (15%) Applying for jobs (11%) 	<ul style="list-style-type: none"> Help paying for my education (16%) Learning how to use a computer (12%) Improving communication or language skills (12%) 	<ul style="list-style-type: none"> Budgeting and managing money (21%) Understanding credit scores (10%) Filling out tax forms (9%) 	<ul style="list-style-type: none"> Finding affordable housing (25%) Getting help with rent/payments (16%) Help with down payment/closing costs to buy a home (13%) 	<ul style="list-style-type: none"> Getting food from food pantries (32%) Getting more food for my money (20%) Learning how to shop and cook for healthy eating (17%)

English Survey Respondents

Location	N=	Employment Needs	Education Needs	Financial and/or Legal Needs	Housing Needs	Food & Nutrition Needs
DuPage County	2,137	<ul style="list-style-type: none"> Find a full-time job (20%) Training or education for the job that I want (15%) Applying for jobs (11%) 	<ul style="list-style-type: none"> Help paying for my education (17%) Learning how to use a computer (10%) Getting a four-year college degree (10%) 	<ul style="list-style-type: none"> Budgeting and managing money (22%) Understanding credit scores (10%) Filling out tax forms (9%) 	<ul style="list-style-type: none"> Finding affordable housing (26%) Getting help with rent/payments (16%) Help with down payment/closing costs to buy a home (13%) 	<ul style="list-style-type: none"> Getting food from food pantries (31%) Getting more food for my money (19%) Learning how to shop and cook for healthy eating (15%)

Spanish Survey Respondents

Location	N=	Employment Needs	Education Needs	Financial and/or Legal Needs	Housing Needs	Food & Nutrition Needs
DuPage County	359	<ul style="list-style-type: none"> Finding a full-time job (20%) Getting appropriate clothing for my job (15%) Training or education for the job that I want (13%) 	<ul style="list-style-type: none"> Learning English (as a second language) (50%) Improving communication or language skills (32%) Getting a high school diploma or GED/HSED (26%) 	<ul style="list-style-type: none"> Budgeting and managing money (14%) Legal help with deportation or immigration issues (14%) Filling out tax forms (10%) Understanding credit scores (10%) 	<ul style="list-style-type: none"> Finding affordable housing (19%) Making my home more energy efficient (14%) Help with a down payment/closing costs to buy a home (14%) 	<ul style="list-style-type: none"> Getting food from food pantries (37%) Learning how to model healthy eating for my children (32%) Learning how to shop and cook for healthy eating (30%)

Child Care, Parenting, Transportation, Health, and Basic Needs

Combined English and Spanish Survey Respondents

Location	N=	Basic Needs	Child Care and Development	Parenting and Family Support	Transportation	Health
DuPage County	2,496	<ul style="list-style-type: none"> Personal care items like soap, diapers, toilet paper, etc. (24%) Paying utility bills (heating, electric, and/or water) (23%) Clothing and shoes (22%) 	<ul style="list-style-type: none"> Finding affordable child care (7%) Paying for school or club activities (7%) Paying for child care (6%) 	<ul style="list-style-type: none"> Helping my child cope with emotional issues (11%) Learning how to set goals and plan for my family (10%) Disciplining my child more effectively (9%) 	<ul style="list-style-type: none"> Paying for car repairs (18%) Paying for car insurance (15%) Buying a dependable car (14%) 	<ul style="list-style-type: none"> Affordable health insurance (23%) Affordable dental insurance (21%) Finding dental care (15%)

English Survey Respondents

Location	N=	Basic Needs	Child Care and Development	Parenting and Family Support	Transportation	Health
DuPage County	2,137	<ul style="list-style-type: none"> Paying utility bills (heating, electric, and/or water) (24%) Personal care items like soap, diapers, toilet paper, etc. (22%) Clothing and shoes (21%) 	<ul style="list-style-type: none"> Paying for school or club activities (7%) Paying for child care (7%) Finding affordable child care (7%) 	<ul style="list-style-type: none"> Learning how to set goals and plan for my family (10%) Helping my child cope with emotional issues (9%) Disciplining my child more effectively (8%) 	<ul style="list-style-type: none"> Paying for car repairs (19%) Paying for car insurance (16%) Buying a dependable car (14%) 	<ul style="list-style-type: none"> Affordable health insurance (21%) Affordable dental insurance (19%) Stress, depression, or anxiety (15%)

Spanish Survey Respondents

Location	N=	Basic Needs	Child Care and Development	Parenting and Family Support	Transportation	Health
DuPage County	359	<ul style="list-style-type: none"> Personal care items like soap, diapers, toilet paper, etc. (34%) Basic furniture, appliances, or house wares (30%) Clothing and shoes (29%) 	<ul style="list-style-type: none"> Finding a before/after school program (12%) Finding child care in a convenient location (10%) Paying school fees (7%) 	<ul style="list-style-type: none"> Disciplining my child more effectively (17%) Communicating with my teenage child (17%) Talking to my child about drugs (16%) 	<ul style="list-style-type: none"> Paying for car repairs (12%) Paying for car insurance (12%) Getting to public transportation (11%) 	<ul style="list-style-type: none"> Affordable health insurance (35%) Affordable dental insurance (34%) Finding dental care (24%)

Unmet Needs – Last 12 Months

Respondents were asked, “Are there any problems or needs that you or your family faced within the last 12 months that you were unable to get help with? If Yes, please list those problems or needs.” The major themes of these unmet needs for respondents to the English survey were:

- Housing needs (118 responses) – including paying mortgage, rent, and assistance with homelessness
- Financial needs (94 responses) – including paying for utilities, medical bills, and costs related to children
- Transportation needs (77 responses) – including obtaining a reliable car or paying for car repairs

For respondents to the Spanish survey:

- Housing needs (7 responses) – including assistance with rent

Improving the Neighborhood

Respondents were asked, “What is one thing you would like to see improved in your neighborhood?” For respondents to the English survey, major themes included:

- Housing (101 responses) – particularly availability and affordability
- Transportation (78 responses) – particularly related to public transportation
- Compassion/Friendliness/Unification (56 responses)

For respondents to the Spanish survey:

- Safety (26 responses) – particularly reducing crime and gang activity

Stakeholder Survey

In addition to surveying low-income residents, feedback was collected from stakeholders in the following sectors: Community Services staff, government, Board members, education, healthcare, faith-based organization, service organization, public/private housing, neighborhood association, police, judicial, private business, and other.

Methodology

The Stakeholder Survey (Appendix III) was distributed electronically during May and June 2018 through a variety of networks, yielding 143 responses. The distribution included community coalitions, chambers of commerce, and local government groups, among others (Appendix IV). Responses came from stakeholders across all sectors:

Sector	Response Percent
Government	7.7%
DuPage County Community Services Staff	25.9%
Board Member	1.4%
Educational Institution	7.0%
Healthcare Provider	1.4%
Faith-based Organization	2.8%
Service Organization	30.1%
Public/Private Housing	0.7%

Neighborhood Association	0%
Police	2.1%
Judicial	0%
Private Business	4.2%
Other	14.0%
Did Not Answer	2.8%

Results

Stakeholders were asked to provide feedback on the needs of and availability of services to low-income residents in their community.

Employment and Child Care

	Unsure	Excessive Number	Sufficient Number	Insufficient Number	Not Any Opportunities	Did Not Answer
Full-time living wage employment opportunities	26.6%	1.4%	17.5%	54.5%	0%	0%
Childcare programs (daytime M-F) for low-income residents	39.9%	0%	18.2%	39.2%	1.4%	1.4%
Childcare programs (evenings, nights, weekends) for low-income residents	43.4%	0%	1.4%	44.8%	10.5%	0%
Pre-school programs (including Head Start programs) for low-income residents	40.6%	0%	27.3%	30.8%	1.4%	0%
Affordable child and youth (ages 5-17) activities or after school programs	30.8%	1.4%	22.4%	44.1%	1.4%	0%

Emergency Services, Health, and Transportation

Stakeholders were asked whether the number of emergency services and medical/dental services in their community was adequate or sufficient.

Levels are adequate/sufficient?	Yes	No	Unsure	Did Not Answer
Non-medical emergency services	44.8%	21.0%	31.5%	2.8%
Affordable housing	10.5%	69.2%	20.3%	0%
Emergency shelters	19.6%	49.7%	30.1%	0.7%
Medical services for low-income people	25.9%	39.2%	34.3%	0.7%
Dental services for low-income people	8.4%	54.5%	35.7%	1.4%
Wellness programs (nutrition, exercise) for low-income people*	16.8%	38.5%	44.8%	0%
Emergency food or food assistance	58.7%	24.5%	16.1%	0.7%
Public transportation options	27.3%	64.3%	7.0%	1.4%

*question asked if programs are available, rather than is the level adequate

Where does the community need assistance?

The question *"Which of the following issues do you believe are the greatest challenges low-income families and individuals are currently facing?"* yielded the following top five responses:

- Living wage employment (83.2%)
- Housing (74.8%)
- Child care (72.0%)
- Transportation (72.0%)
- Job training (55.9%)

The question *"Which of the following areas do you believe low-income families and individuals need assistance with in order to achieve or maintain self-sufficiency?"* yielded the following top five responses:

- Employment (85.3%)
- Job training (75.5%)
- Housing (74.8%)
- Child care (73.4%)
- Transportation (71.3%)

The question “Which of the following areas do you believe the elderly (seniors) in your community need assistance with in order to remain in their home?” yielded the following top five responses:

- Home repairs (79.7%)
- Access to transportation (73.4%)
- Yard work/snow removal (69.2%)
- Grocery shopping (67.8%)
- Housework (66.4%)

What do you believe causes poverty?

- Lack of education (49 responses)
- Lack of job opportunities, low wages (41 responses)
- Lack of affordable housing (19 responses)

What community improvement issue would you like your community to address?

- Housing (44 responses)
- Transportation (21 responses)
- Mental health (11 responses)

If you had \$1,000,000 to solve a community issue, what would you solve?

- Housing and homelessness (56 responses)
- Mental health (12 responses)
- Child care (11 responses)
- Transportation (11 responses)

Focus Groups

During April 2018, four focus groups were held to discuss the issues facing clients that utilize social services in DuPage County. Focus groups were held at Loaves & Fishes, People’s Resource Center, DuPage County Health Department’s North Public Health Center in Addison, and Metropolitan Family Services-Head Start. Across all four sessions, twenty-five total participants attended the focus groups. A fifth group at West Suburban Community Pantry was offered, but no clients attended the session.

Participants were mostly employed, but not typically in full-time positions and their wages were not enough to cover the cost of living. Those that did not have jobs reported that their limitations to finding employment were due to lack of transportation to a job, inaccessibility for persons with a disability, and the lack of job training available for people without prior experience. None of the participants were in school at the time of the focus groups, mainly due to the high cost of education and needing to take care of their family.

Paying for rent and other housing costs including bills and repairs were the most commonly reported financial concerns. The rising cost of rent prevents residents from being able to afford other necessities

like medical care and clothing. Two-thirds of participants were renters. Participants said that while there are some housing programs available, they were either unable to access them due to income or did not know where to find them.

When asked about what they considered “basic needs,” the most common answer was food. Though participants reported that they generally did have enough access to food, they said that the grocery stores and food pantries that they regularly used were sometimes too hard to get to. Eating healthy foods was a problem for half of respondents, who said that it was more expensive to eat healthy and understanding what is “healthy” can be difficult.

Finding child care was another reported problem. The high cost alone of most child care programs makes it hard to find appropriate care, not to mention other considerations such as distance from home and safety of the area. Parents of older children reported that they found it difficult to discuss privacy and how to effectively use technology without being dependent on it. Bullying and sex were issues that were noted as difficult for both parents and children to talk about.

Regarding transportation, over two-thirds of participants reported using private transportation such as cars. Public transportation was deemed to be inconvenient by most respondents because it is limited in where it goes, takes too long, and can be too complex to get to where you want to go.

Finally, a commonly cited health difficulty was finding insurance that covered medical costs, as well as understanding the complex insurance landscape. Other health-related difficulties were the high costs of prescriptions and dental care, getting transportation to the doctor, and the limited care available for people using Medicaid.

Qualitative Data Summary

The focus groups and stakeholder and client surveys yield valuable information about the unmet needs of low-income residents in DuPage County. The stakeholder survey highlighted employment as a major issue, as it is listed as both the greatest challenge facing low-income families as well as the area that residents need the most assistance with. Housing was an additional area of great need according to stakeholders, listed as the second-largest challenge and third-largest area for assistance.

The most common unmet needs for clients over the past 12 months were housing (mortgage, rent, homelessness), financial (bills, utilities, debt), and transportation. The most common areas where residents would like to see an improvement were in providing affordable housing and improving public transportation options. Also noted was the desire to see the community become more unified and friendly.

Focus group participants discussed how the rising costs of rent in DuPage County were affecting the ability to pay for other necessary services and goods. Employment is difficult to find for many residents and the jobs that are available for low-income residents are not typically full-time and wages are not high enough to meet all needs.

Other CSBG Data

2017 Intake & Referral Follow-up Call Survey

In 2017, Community Services Intake & Referral conducted a follow-up call survey (n=588), asking about client satisfaction as well as whether clients had any unmet needs. Fifty-three percent (314) of clients

responded that they did not have any unmet needs at the time of the call. For those that did have unmet needs, the most common needs included rental assistance (13.1%), energy assistance (10.7%), financial assistance (9.9%), housing (8.2%), and health care/medical assistance (8.0%).

2017 General Client Satisfaction Survey

Throughout 2017, Community Services distributed a general satisfaction survey to clients that was taken by 3,199 respondents. Ninety-six percent of respondents (3,070) responded that they were satisfied with their experience and ninety-four percent (2,992) reported that they would recommend the agency to family and friends.

Other Assessment Data – Impact DuPage

2018 Community Needs Assessment

In 2018, Impact DuPage conducted a countywide assessment of community needs. Impact DuPage is a partnership of community leaders committed to creating a common understanding of community needs, gaps, and priorities that will advance the well-being of the DuPage County community. The 2018 assessment utilized the Mobilizing for Action through Planning and Partnerships (MAPP) framework, a community-driven strategic planning process to improve community health.

The 2018 Impact DuPage assessment was comprised of four assessments/data collection methods:

- **Forces of Change:** The Forces of Change Assessment highlights the trends, issues, and factors facing DuPage County. Brainstorming sessions were conducted at 11 different community groups to gather a varied illustration of what is currently happening in the community and what is on the horizon.
- **Local System Assessment:** In April 2018, 63 community stakeholders gathered to assess how well the system works together to provide the 10 Essential Public Health Services. The participants, providing input from across different sectors, voted on different aspects of each Essential Service.
- **Landscape Review:** The Landscape Review is a community survey distributed to residents that asks their feedback about the health of DuPage County. Over 1,500 residents answered questions indicating the greatest strengths of DuPage, the prevalent health concerns and risky behaviors in the county, and what topics we should focus on improving.
- **Community Profile:** The Community Profile presents quantitative data about DuPage County. The information is designed to give a thorough snapshot of DuPage County's current health status. The report was developed using Impact DuPage's community dashboard – www.impactdupage.org.

In June 2018, the Impact DuPage Steering Committee reviewed the 2018 Assessment results and identified three strategic issues to be addressed from 2019 to 2021. These issues are:

- **Health status improvement:** How do we build a person-centered model of healthcare that is efficient and effective, creates meaningful access to care for all, and demonstrably improves health status?
- **Affordable housing:** How do we develop affordable housing that meets the demographic profile of the county?

- Behavioral health: How do we strengthen prevention and treatment of behavioral health issues for residents of DuPage County?

Impact DuPage will collaborate with different community groups, including Prevention Leadership Team, HOPE Task Force, Behavioral Health Collaborative, DuPage Health Coalition, FORWARD, and DuPage Housing Solutions to develop action plans that address these issues.

2016 Affordable Housing Focus Groups

Affordable Housing was also identified as an Impact DuPage strategic issues in 2015. In order to better understand the issue, Impact DuPage and Northern Illinois University conducted focus groups with clients of DuPagePads, case managers of social service agencies in DuPage County, and clients of the County's Family Self-Sufficiency Program. The results of the focus groups were included in the 2016 CSBG Community Assessment and are included below.

DuPagePads Clients Focus Group

Sixteen clients of DuPagePads' Permanent Supportive Housing Program and Interim Housing Program participated in a focus group on housing issues. Themes from this group included the stigma of homelessness, credit ratings and employment criteria, and issues in applying for housing choice vouchers as challenges. Participants voiced a need for a greater number of affordable housing units and incentives for owners/landlords to provide affordable housing.

Social Service Front Line Staff Focus Group

Staff from different social service organizations in DuPage County spoke of the needs and barriers their clients experience in obtaining housing. These included: affording rent while making minimum wage, bad credit and/or recent evictions, transportation challenges, housing for large families, housing for single individuals, availability of affordable housing units (e.g. long wait lists), and access to technology needed to complete applications or access resources. Populations such as chronically homeless/mentally ill, refugees, and veterans have additional challenges. Participants discussed the following strategies to prevent homelessness: financial literacy courses, affordable and accessible mental health and substance abuse counseling, counseling on breaking the cycle of homelessness, rent payment grace period, and re-evaluating crime-free housing ordinances.

Family Self-Sufficiency Program Focus Group

Twenty-one current or prospective participants of the DuPage County Family Self-Sufficiency Program discussed the difficulties seeking affordable housing. Themes included reluctance of landlords to accept housing choice vouchers and how individuals are seemingly penalized as their income increases because they either lose eligibility for the voucher program or have to contribute that money towards the voucher, rather than save it to purchase a home. Participants also noted that housing is often poor quality, landlords are unresponsive, and that they are treated differently than other renters when using a voucher. The need for more education, particularly on how to become homeowners instead of renters, was also highlighted.

Quantitative Data on Poverty

Quantitative data on poverty in DuPage County is provided courtesy of Community Commons, via the Community Needs Assessment Online Tool in the Community Action Partnership Hub, supplemented by additional data from the American Community Survey and other sources. Select tables are found below, and the full report is found in Appendix V.



Community Action Partnership

Population Profile

Population Change

Population change within DuPage County from 2000-2016 is shown below. During the fourteen-year period, total population estimates for the report area grew by 2.9 percent, increasing from 904,161 persons in 2000 to 930,514 persons in 2016.

Report Area	Total Population, 2016 ACS	Total Population, 2000 Census	Population Change from 2000-2016 Census/ACS	Percent Change from 2000-2016 Census/ACS
DuPage County	930,514	904,161	26,353	2.9%
Illinois	12,851,684	12,419,293	432,391	3.5%
United States	318,558,162	281,421,906	37,136,256	13.2%

Data Source: US Census Bureau, American Community Survey. US Census Bureau, Decennial Census. 2012-16. Source geography: County

Demographic Changes 2000-2016

Demographic changes in DuPage County show that between 2000 and 2016, the population of individuals aged 65 and over grew by 41.5 percent. All races except for White and Other increased significantly within this time period, while the Hispanic population grew by 59.7 percent.

DuPage County Population	2000	Percent of Population 2000	2016	Percent of Population 2016	Percent Change 2000-2016
Age 0-4	65,849	7.3%	55,313	5.9%	-16.0%
Age 5-17	175,983	19.5%	163,458	17.6%	-7.1%
Age 18-64	573,535	63.4%	586,881	63.1%	+2.3%
Age 64+	88,794	9.8%	124,862	13.4%	+40.6%
White	759,924	84.0%	734,032	78.9%	-3.4%
Black	27,600	3.1%	43,791	4.7%	+58.7%
Asian	71,252	7.9%	103,084	11.1%	+44.7%
American Indian	*		1,972	0.2%	N/A
Native Hawaiian/Pacific Islander	217	0.0%	336	0%	+54.8%

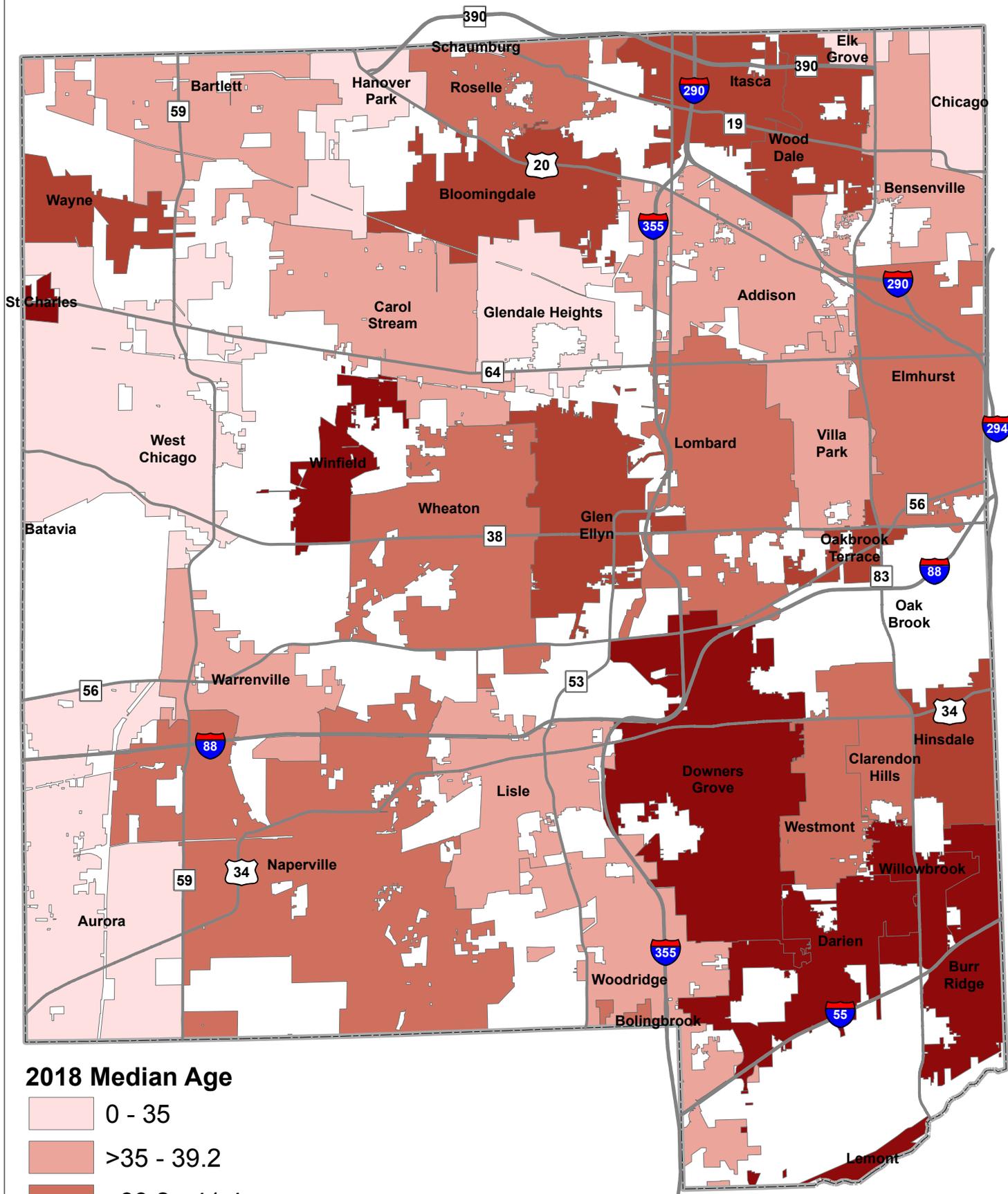
Two or More Races	15,482	1.7%	23,503	2.5%	+51.8%
Other	28,166	3.1%	23,796	2.6%	-15.5%
Non-Hispanic	822,795	91.0%	800,550	86.0%	-2.7%
Hispanic	81,366	9.0%	129,964	14.0%	59.7%

*No sample observations of this race in this year or too few observations to compute a margin of error.
Data Source: US Census Bureau, American Community Survey. US Census Bureau, Decennial Census.
2012-16.

The below map shows the median age of DuPage County residents by municipality.



Median Ages



2018 Median Age

- 0 - 35
- >35 - 39.2
- >39.2 - 41.4
- >41.4 - 44.1
- >44.1 - 57



Race and Ethnicity Demographics

Population by gender within DuPage County is shown below. According to ACS 2012-2016 5 year population estimates, the white population comprised 78.9% of DuPage County, black population represented 4.7%, and other races combined were 13.9%. Persons identifying themselves as mixed race made up 2.5% of the population.

Report Area	White Total	Black Total	American Indian/ Alaska Native Total	Asian Total	Native Hawaiian/ Pacific Islander Total	Two or More Races	Other
DuPage County, IL	734,032 (78.9%)	43,791 (4.7%)	1,972 (0.2%)	103,084 (11.1%)	336 (0.0%)	23,503 (2.5%)	23,796 (2.6%)
Illinois	9,270,907 (72.1%)	1,837,612 (14.3%)	29,399 (0.2%)	655,799 (5.1%)	4,186 (0.0%)	300,222 (2.3%)	753,559 (5.9%)
United States	233,657,078 (73.3%)	40,241,818 (12.6%)	2,597,817 (0.8%)	16,614,625 (5.2%)	560,021 (0.2%)	9,752,947 (3.1%)	15,133,856 (4.8%)

Data Source: US Census Bureau, American Community Survey. 2012-16. Source geography: County

Report Area	Total Hispanic/Latino	Total Non-Hispanic/Latino	Percent Hispanic/Latino	Percent Non-Hispanic/Latino
DuPage County, IL	129,964	800,550	14.0%	86.0%
Illinois	2,136,474	10,715,210	16.6%	83.4%
United States	55,199,107	263,359,055	17.3%	82.7%

Data Source: US Census Bureau, American Community Survey. 2012-16.

Veterans, Age and Gender Demographics

Veterans, Age and Gender Demographics show the number of veterans living in the report area. According to the American Community Survey (ACS), 5.2% of the adult population in DuPage County are veterans, which is less than the national average of 8.0%.

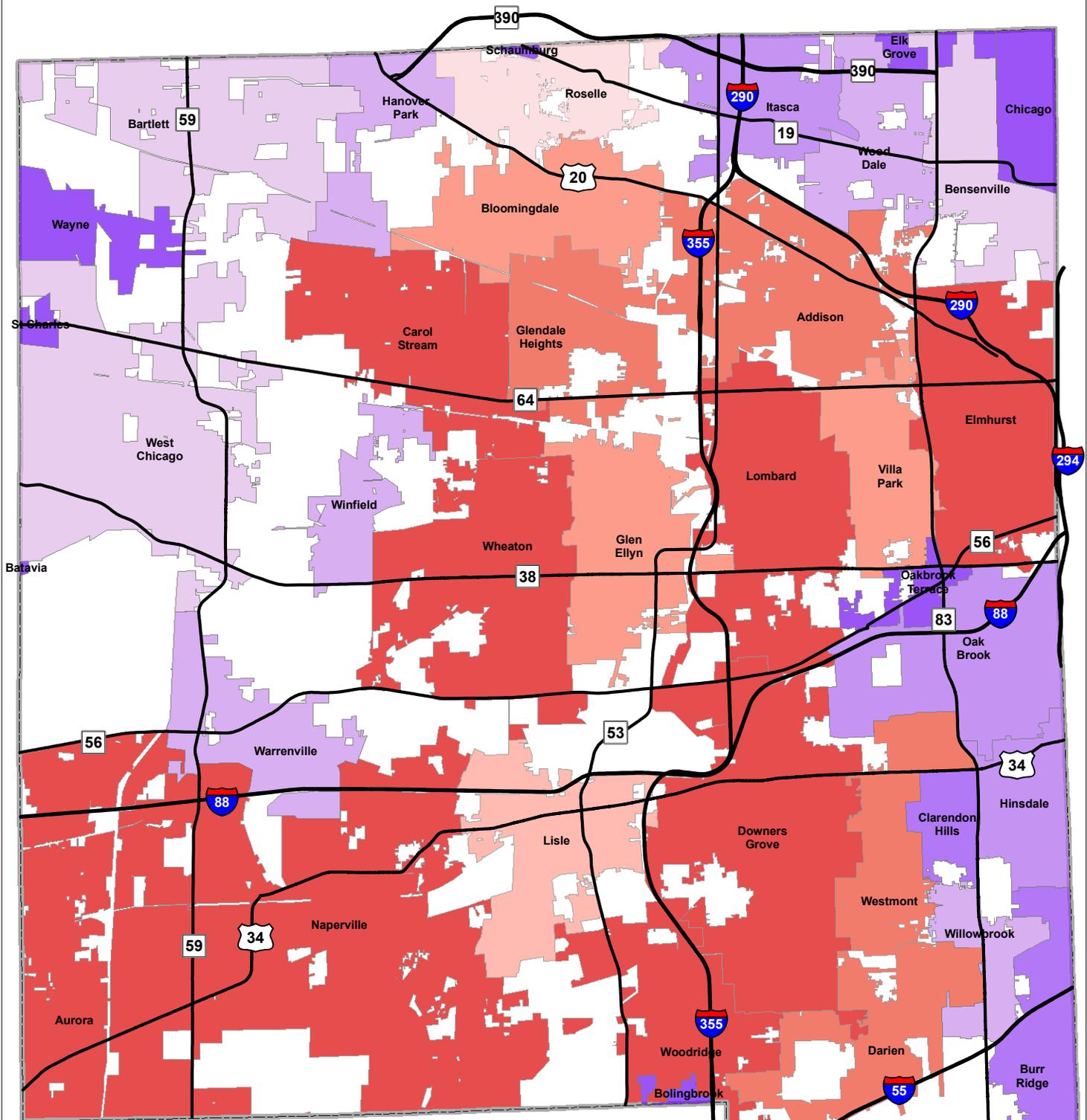
Report Area	Veterans Total	Veterans Male	Veterans Female	% Pop Over 18 Total	% Pop Over 18 Males	% Pop Over 18 Females
DuPage County, IL	37,131	35,104	2,027	5.2%	10.2%	0.6%
Illinois	643,460	601,286	42,174	6.5%	12.6%	0.8%
United States	19,535,341	17,948,822	1,586,519	8.0%	15.2%	1.3%

Data Source: US Census Bureau, American Community Survey. 2012-16. Source geography: County

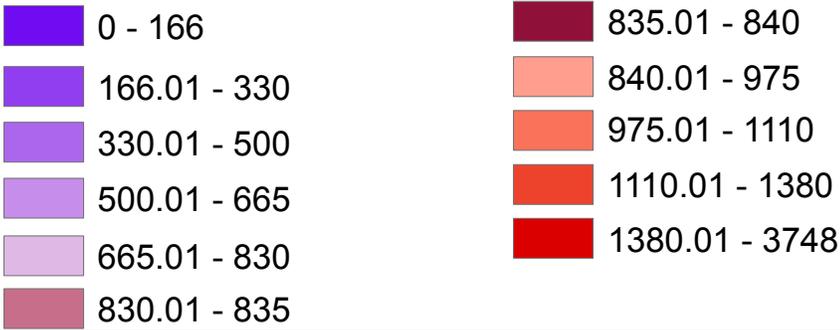
The below map shows the total number of veterans in DuPage County by municipality.



18+ Veteran Populations



ACS Age 18+ Veterans



Poverty

The following report section shows population estimates for all persons in poverty for report area. According to the American Community Survey 5 year estimates, an average of 7.0 percent of all persons lived in a state of poverty during the 2012 - 2016 period. The poverty rate for all persons living in the report area is less than the national average of 15.1 percent. In 2016, the federal poverty level for individuals was \$12,060, and \$24,600 for a family of four (United States Department of Health and Human Services).

Population in Poverty

Report Area	Total Population	Population in Poverty	Percent Population in Poverty
DuPage County, IL	917,734	64,677	7.0%
Illinois	12,548,538	1,753,731	14.0%
United States	310,629,645	46,932,225	15.1%

Data Source: US Census Bureau, American Community Survey. 2012-16. Source geography: Tract

Households in Poverty

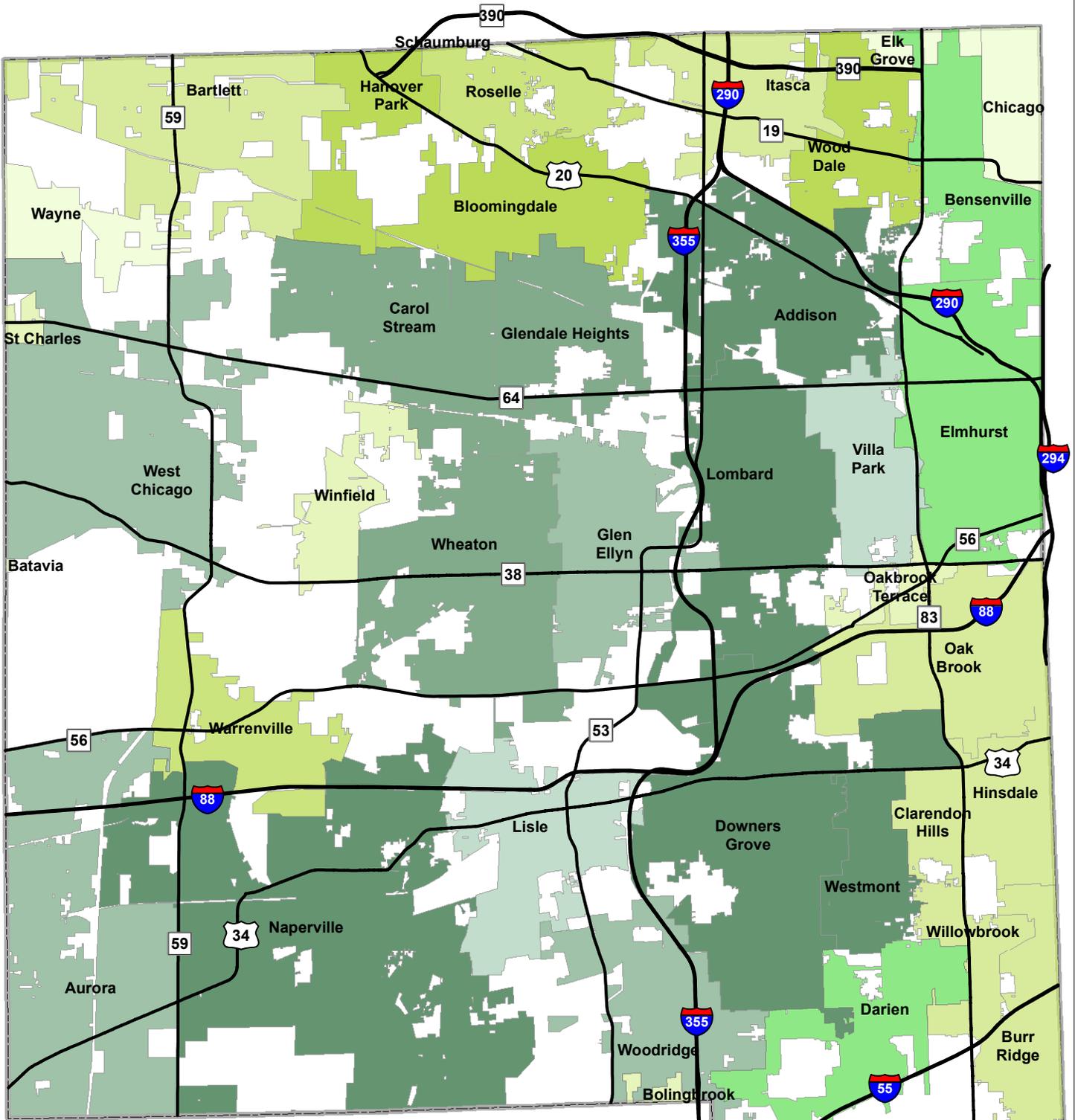
Report Area	Total Households	Households in Poverty	Percent of Households in Poverty
DuPage County, IL	338,987	24,170	7.1%
Illinois	4,802,124	639,989	13.3%
United States	117,716,237	16,652,240	14.2%

Data Source: US Census Bureau, American Community Survey. 2012-16. Source geography: County

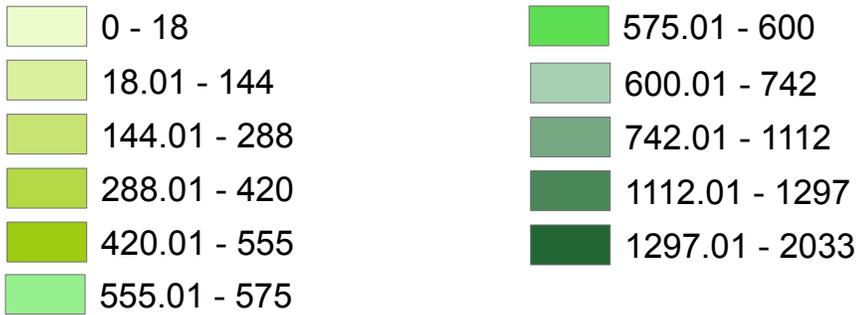
The below maps show the total number of households, by municipality, in DuPage County that are living below 100% of the federal poverty level and the percent of individuals, by municipality, living in below 100% of the federal poverty level.



ACS Below Poverty Level

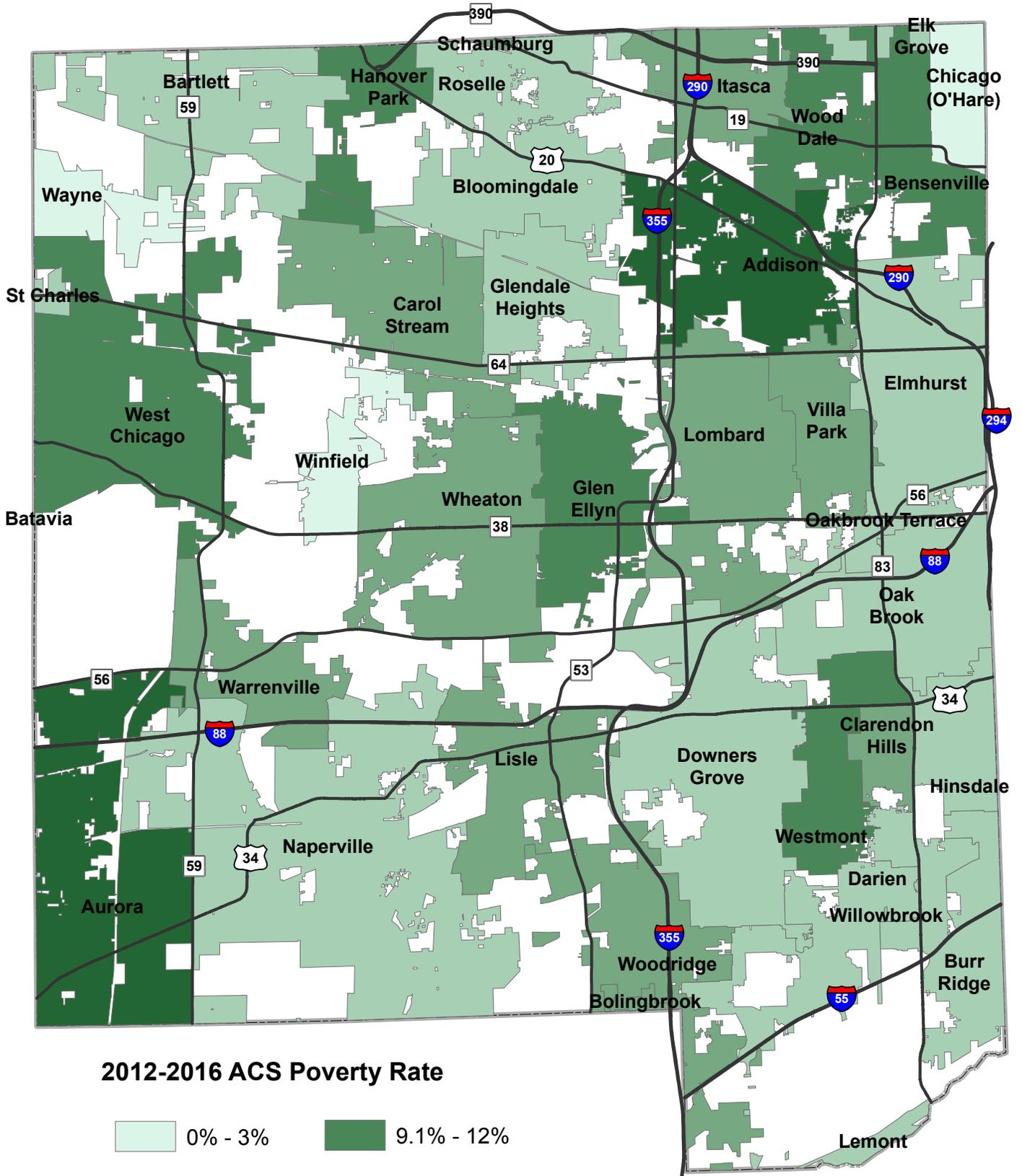


ACS HHs: Below Poverty Level





2012-2016 Poverty Rate



Poverty Rate Change

Poverty rate change in the report area from 2000 to 2016 is shown below. According to the U.S. Census, the poverty rate for the area increased by 3.2%, compared to a national increase of 3.8%.

Report Area	Persons in Poverty 2000	Poverty Rate 2000	Persons in Poverty 2016	Poverty Rate 2016	Change in Poverty Rate 2000-2016
DuPage County, IL	34,241	3.8%	64,677	7.0%	3.2%
Illinois	2,455,770	10.0%	1,753,731	14.0%	4.0%
United States	31,581,086	11.3%	46,932,225	15.1%	3.8%

Data Source: US Census Bureau, American Community Survey. US Census Bureau, Decennial Census. 2012-16.

Population in Poverty by Gender

The percent of females living in poverty (7.8%) residing in DuPage County is slightly higher than the percent males in poverty (6.2%) residing in DuPage County.

Report Area	Total Male in Poverty	Total Female in Poverty	Percent Male in Poverty	Percent Female in Poverty
DuPage County, IL	28,159	36,518	6.2%	7.8%
Illinois	778,721	975,010	12.7%	15.2%
United States	21,012,839	25,919,386	13.8%	16.3%

Data Source: US Census Bureau, American Community Survey. 2012-16.

Population in Poverty by Ethnicity Alone

In DuPage County, the percent of Hispanics or Latinos living in poverty (13.7%) is more than double the percent of non-Hispanics or Latinos living in poverty (6.0%).

Report Area	Total Hispanic/Latino in Poverty	Total Non Hispanic/Latino in Poverty	Percent Hispanic/Latino in Poverty	Percent Non Hispanic or Latino in Poverty
DuPage County, IL	17,668	47,009	13.7%	6.0%
Illinois	411,749	1,341,982	19.6%	12.9%
United States	12,653,597	34,278,628	23.4%	13.4%

Data Source: US Census Bureau, American Community Survey. 2012-16.

Population in Poverty Race Alone, Percent

In DuPage County, Black or African Americans and Native Hawaiian/Pacific Islanders have the highest rates of poverty when compared to other races.

Report Area	White	Black or African American	Native American/ Alaska Native	Asian	Native Hawaiian/ Pacific Islander	Some Other Race	Two or more races
DuPage County, IL	5.7%	21.4%	13.2%	7.1%	22.9%	16.8%	10.5%
Illinois	10.3%	29.7%	21.1%	11.8%	12.6%	21.2%	18.4%
United States	12.4%	26.2%	27.6%	12.3%	20.1%	25.4%	19.3%

Data Source: US Census Bureau, American Community Survey. 2012-16.

Poverty (Age 0 to 17)

Children in Poverty by Ethnicity Alone: Age 0 – 17

The percent of children in poverty by ethnicity are shown below. Of the total Hispanic or Latino children in DuPage County, 18.3 percent are living in poverty, as compared to 7.2 percent of non-Hispanic or Latino children.

Report Area	Hispanic or Latino in Poverty	Not Hispanic or Latino in Poverty	Percent of Hispanic or Latino Children in Poverty	Percent of Not Hispanic or Latino Children in Poverty
DuPage County, IL	8,314	12,381	18.3%	7.2%
Illinois	190,445	385,714	26.7%	17.3%
United States	5,525,267	9,810,516	31.3%	17.9%

Data Source: US Census Bureau, American Community Survey. 2012-16.

Children in Poverty by Race Alone, Percent: Age 0 – 17

Of the children in DuPage County, Black or African Americans, Native American/Alaska Native, Native Hawaiian/Pacific Islanders, and individuals who identified as some other race had the highest rates of poverty when compared to other races.

Report Area	Non-Hispanic White	Black or African American	Native American/ Alaska Native	Asian	Native Hawaiian/ Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	4.4%	31.9%	20.8%	8.2%	13.2%	22.2%	12.5%
Illinois	10.4%	41.7%	25.2%	11%	16.6%	29.8%	20.8%
United States	12.7%	37.4%	35.2%	12.5%	26.8%	34.6%	21.6%

Data Source: US Census Bureau, American Community Survey. 2012-16.

Seniors in Poverty

Poverty rates for seniors (persons age 65 and over) are shown below. According to American Community Survey estimates, there were 6,664 seniors, or 5.5% percent, living in poverty within the report area.

Report Area	Ages 65 and Up Total Population	Ages 65 and Up In Poverty	Ages 65 and Up Poverty Rate
DuPage County, IL	120,790	6,664	5.5%
Illinois	1,719,667	151,523	8.8%
United States	44,874,586	4,195,427	9.3%

Data Source: US Census Bureau, American Community Survey. 2012-16. Source geography: county

Seniors in Poverty by Gender: Age 65 and Up

A slightly higher percentage of females ages 65 and up live in poverty compared to males, at the local, state, and national level.

Report Area	Total Male	Total Female	Percent of Males 65 and Up in Poverty	Percent of Females 65 and Up in Poverty
DuPage County, IL	2,316	4,348	4.4%	6.4%
Illinois	50,354	101,169	6.7%	10.4%
United States	1,455,293	2,740,134	7.3%	11.0%

Data Source: US Census Bureau, American Community Survey. 2012-16.

Seniors in Poverty by Ethnicity Alone: Age 65 and Up

Report Area	Hispanic or Latino 65 and Up in Poverty	Not Hispanic or Latino 65 and Up in Poverty	Percent of Hispanic or Latinos 65 and Up in Poverty	Percent of Not Hispanic or Latino 65 and Up in Poverty
DuPage County, IL	629	6,035	11.3%	5.2%
Illinois	15,930	135,593	15.0%	8.4%
United States	657,884	3,537,543	19.0%	8.5%

Data Source: US Census Bureau, American Community Survey. 2012-16.

Seniors in Poverty by Race Alone, Percent: Age 65 and Up

The table below shows the percent of seniors, by race, living in poverty. Among Native Hawaiian/Pacific Islanders over the age of 65 in DuPage County, 27.6 percent are living in poverty. Among individuals of some other race over the age of sixty-five, 31.2 percent are living in poverty.

Report Area	Non-Hispanic White	Black or African American	Native American/ Alaska Native	Asian	Native Hawaiian/ Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	4.9%	7.1%	9.2%	7.6%	27.6%	31.2%	14.5%
Illinois	6.8%	18.1%	14.6%	11.8%	14.1%	17.5%	12.8%
United States	7.2%	17.5%	18.3%	13.0%	13.7%	22.1%	13.8%

Data Source: US Census Bureau, American Community Survey. 2012-16.

Employment

Current Unemployment

Labor force, employment, and unemployment data for DuPage County is provided in the table below. Overall, DuPage County experienced an average 3.4% percent unemployment rate in March 2018.

Report Area	Labor Force	Number Employed	Number Unemployed	Unemployment Rate
DuPage County, IL	511,928	494,599	17,329	3.4%
Illinois	6,496,831	6,210,832	285,999	4.4%
United States	162,635,301	155,857,594	6,777,707	4.2%

Data Source: US Department of Labor, Bureau of Labor Statistics. 2018 - March. Source geography: County

Five Year Unemployment Rate

Average annual unemployment change within the report area from 2012 to 2016 is shown in the chart below.

Area	2012	2013	2014	2015	2016
DuPage County	7.5%	7.4%	5.7%	4.7%	4.7%
Illinois	9.0%	9.0%	7.1%	6.0%	5.8%
United States	8.1%	7.4%	6.2%	5.3%	4.9%

Data Source: US Department of Labor, Bureau of Labor Statistics. Source geography: County

Education

Educational Attainment

Educational attainment (persons 25 and over) in DuPage County is higher when compared to Illinois and national values. The percent of individuals that have a high school diploma only (18.7%) is lower than both state and national percentages, whereas the percent of individuals with a Bachelors (28.7%) or Graduate or Professional Degree (18.6%) is higher than Illinois and U.S. percentages.

Report Area	Percent No High School Diploma	Percent High School Only	Percent Some College	Percent Associates Degree	Percent Bachelors Degree	Percent Graduate or Professional Degree
DuPage County, IL	7.6%	18.7%	19.2%	7.2%	28.7%	18.6%
Illinois	11.7%	26.5%	21.1%	7.8%	20.2%	12.7%
United States	13.0%	27.5%	21%	8.2%	18.8%	11.5%

Data Source: US Census Bureau, American Community Survey. 2012-16. Source geography: County

Adult Literacy

The National Center for Education Statistics (NCES) produces estimates for adult literacy based on educational attainment, poverty, and other factors in each county.

Report Area	Estimated Population over 16	Percent Lacking Literacy Skills
DuPage County, IL	698,431	7%
Illinois	9,507,861	13%
United States	219,016,209	14.6%

Data Source: National Center for Education Statistics, NCES - Estimates of Low Literacy. Source geography: County

Housing

Homeowners

The U.S. Census Bureau estimated there were 248,762 homeowners in DuPage County in 2000, and 247,155 owner occupied homes in DuPage County for the 5 year estimated period from 2012 - 2016. The percent of owner occupied homes decreased from 76.4 percent in 2000 to 72.9 percent in 2016.

Report Area	Owner Occupied Homes 2000	% Owner Occupied Homes 2000	Owner Occupied Homes 2016	% Owner Occupied Homes 2016
DuPage County, IL	248,762	76.4%	247,155	72.9%
Illinois	3,088,884	67.3%	3,167,081	66.0%
United States	69,815,753	66.2%	74,881,068	63.6%

Data Source: US Census Bureau, American Community Survey. 2012-16. Source geography: County

Housing Affordability

One indicator of housing affordability is the percentage of renters who are spending 30 percent or more of their household income on rent. In DuPage County, 43.9 percent of renters spend 30 percent or more of their household income on rent, compared to 49.6 percent for Illinois and 47.3 percent for the United States. Below is a breakdown of DuPage County renters spending 30 percent or more of household income on rent by age. Fifty-five percent of renters age 15-24 and 64 percent of renters over age 65 spend 30 percent or more of their income on rent.

DuPage County Renter Group	Percent of Renters Spending 30%+ of Income on Rent
Overall	43.9%
Age 15-24	55.7%
Age 25-34	39.2%
Age 35-64	44.8%
Age 65+	64.8%

Data Source: U.S. Census Bureau, American Community Survey 2012-2016 estimates via Impact DuPage/Healthy Communities Institute

According to the National Low Income Housing Coalition (2018), the rent affordable at minimum wage (\$8.25/hour) is \$429, while fair market rent for a zero-bedroom unit in DuPage County is \$879. The estimated mean renter wage in DuPage County is \$18.30, and the rent affordable at mean renter wage is \$952, which is below fair market rent for a one-bedroom unit (\$1,014) (National Low Income Housing Coalition, 2018).

The DuPage Housing Authority administrates the Housing Choice Voucher program, which provides rental assistance to income-eligible individuals and families. As of August 2018, approximately 800 individuals were on the wait list for a housing choice voucher. The wait list was last open on June 20, 2016. HUD allocates 3,032 vouchers to DuPage County, though availability of vouchers also depends on the average cost of a voucher and funds available (DuPage Housing Authority, 2018).

Income

Two common measures of income are Median Household Income and Per Capita Income, based on U.S. Census Bureau estimates. Both measures are shown in the table below. The median household income in DuPage County (\$81,521) is higher than both state and national values. The average Per Capita income for DuPage County is \$40,547, compared to a national average of \$29,829.

Report Area	Median Household Income	Per Capita Income
DuPage County, IL	\$81,521	\$40,547
Illinois	\$59,196	\$31,502
United States	\$55,322	\$29,829

Data Source: US Census Bureau, American Community Survey. 2012-16. Source geography: County

Nutrition

Free and Reduced Lunch Program

The following report shows that 40,293 public school students (27.4%) in DuPage County were enrolled in the free or reduced price lunch programs during the 2015 - 2016 school year, which is less than the national average of 52.4 percent.

Report Area	Total Public School Students	Number Free/Reduced Price Lunch	Percent Free/Reduced Price Lunch
DuPage County, IL	147,294	40,293	27.4%
Illinois	2,018,739	1,006,936	49.9%
United States	50,611,787	25,893,504	52.6%

Data Source: National Center for Education Statistics, NCEC - Common Core of Data. 2015-16. Source geography: Address

Households Receiving SNAP by Poverty Status (ACS)

The below table shows that 20,335 households (or 6% of all households) in DuPage County received SNAP payments, based on American Community Survey 2012-2016 five year estimates. During this same period there were 16,840 households with income levels below the poverty level that were not receiving SNAP payments.

Report Area	Household Receiving SNAP Total	Household Receiving SNAP Percent	Household Receiving SNAP Income Below Poverty	Household Receiving SNAP Income Above Poverty	Household Not Receiving SNAP Total	Household Not Receiving SNAP Percent	Household Not Receiving SNAP Income Below Poverty	Household Not Receiving SNAP Income Above Poverty
DuPage County, IL	20,335	6%	7,330	13,005	318,652	94%	16,840	301,812
Illinois	636,945	13.3%	312,674	324,271	4,165,179	86.7%	327,315	3,837,864
United States	15,360,951	13.0%	7,727,684	7,633,267	102,355,286	87.0%	8,924,556	93,430,730

Data Source: US Census Bureau, American Community Survey. 2012-16. Source geography: County

Health Care

Federally Qualified Health Centers

The table below shows the Federally Qualified Health Centers in DuPage County.

County	Provider Number	FQHC Name	Address	City	Phone
DuPage County	PN: 141971	MARTIN R RUSSO FAMILY HEALTH CENTER	245 S GARY	BLOOMINGDALE	(630) 893- 5230
DuPage County	PN: 781803	VNA HEALTHCARE AT DUPAGE COUNTY HEALTH DEPARTMENT	111 N COUNTY FARM ROAD	WHEATON	(630) 978- 2532
DuPage County	PN: 781811	HAMDARD - ADDISON	228 E LAKE STREET	ADDISON	(603) 744- 6985
DuPage County	PN: 141015	WEST CHICAGO FAMILY HEALTH CTR	245 WEST ROOSEVELT	WEST CHICAGO	(630) 293- 4124
DuPage County	PN: 141045	ACCESS ADDISON HEALTH CENTER	1111 W LAKE STREET	ADDISON	(773) 257- 5093
DuPage County	PN: 141188	VNA HEALTH CARE OF FOX VALLEY - CAROL STREAM	350 SCHMALE ROAD, SUITE 150	CAROL STREAM	(630) 892- 4355
DuPage County	PN: 141191	VNA HEALTH CENTER - BENSENVILLE	28 N YORK RD	BENSENVILLE	(630) 978- 9754
DuPage County	PN: 141131	ACCESS ARMY TRAIL ROAD FAMILY HEALTH CENTER	2055 W ARMY TRAIL ROAD	ADDISON	(630) 705- 1010
DuPage County	PN: 141135	ACCESS GATEWAY CENTER FAMILY HEALTH CENTER	526 MAIN STREET	WEST CHICAGO	(630) 293- 3835

Data Source: US Department of Health Human Services, Center for Medicare Medicaid Services, Provider of Services File. December 2016. Source geography: County

Medicare and Medicaid Providers

Total institutional Medicare and Medicaid providers, including hospitals, nursing facilities, Federally qualified health centers, rural health clinics and community mental health centers for the report area are shown. According to the U.S. Department of Health and Human Services, there were 242 active Medicare and Medicaid institutional service providers in the report area in the fourth quarter of 2016.

Report Area	Total Institutional Providers	Hospitals	Nursing Facilities	Federally Qualified Health Centers	Rural Health Clinics	Community Mental Health Centers
DuPage County, IL	242	9	38	10	0	0
Illinois	3,174	243	742	335	215	3
United States	72,892	7,175	15,652	7,666	4,156	163

Data Source: US Department of Health Human Services, Center for Medicare Medicaid Services, Provider of Services File. Dec. 2016. Source geography: County

Persons Receiving Medicare

The total number of persons receiving Medicare is shown, broken down by number over 65 and number of disabled persons receiving Medicare for the report area. The U.S. Department of Health and Human Services reported that a total of 151,537 persons were receiving Medicare benefits in the report area in 2016. A large number of individuals in our society are aware that persons over 65 years of age receive Medicare; however, many of them are unaware that disabled persons also receive Medicare benefits. A total of 12,807 disabled persons in the report area received Medicare benefits in 2016.

Report Area	Persons Over 65 Receiving Medicare	Disabled Persons Receiving Medicare	Total Persons Receiving Medicare
DuPage County	138,730	12,807	151,537
Illinois	3,639,632	587,978	4,227,605
United States	48,262,205	8,890,790	57,152,995

Data Source: Centers for Medicare and Medicaid Services. 2012-16. Source geography: County

Persons Receiving Medicaid

According to the Illinois Department of Healthcare and Family Services, the total number of persons receiving comprehensive Medicaid benefits in DuPage County on June 30, 2017 was 133,266. This is a decrease from the previous year (136,220). The table below includes a breakdown of comprehensive Medicaid enrollment by enrollee type.

Report Area	ACA Newly Eligible Adults	Adults with Disabilities	Children	Other Adults	Seniors
DuPage County, IL	24,318	6,711	67,004	24,952	10,281
Illinois	631,693	246,813	1,462,872	592,850	207,590

Data Source: Illinois Department of Healthcare and Family Services. FY 2017.

Uninsured Population

The uninsured population is calculated by estimating the number of persons eligible for insurance (generally those under 65) minus the estimated number of insured persons. While DuPage County has a lower uninsured rate than both the state of Illinois and the United States, disparities are seen when looking at uninsured adults by race and ethnicity. While 4.9 percent of white, non-Hispanic adults in DuPage County are uninsured, 18.6 percent of Hispanic or Latino adults and 19.4 percent of adults identifying as “some other race alone” are uninsured.

Report Area	Insurance Population	Number Insured	Number Uninsured	Percent Uninsured
DuPage County, IL	924,733	855,194	69,539	7.5%
Illinois	12,671,738	11,438,252	1,233,486	9.7%
United States	313,576,137	276,875,891	36,700,246	11.7%

Data Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

Uninsured Adults by Race/Ethnicity, Percent

Report Area	American Indian/ Alaska Native	Asian	Black or African American	Hispanic or Latino	Native Hawaiian/ Pacific Islander	Other	Two or More Races	White, non-Hispanic
DuPage County, IL	9.7%	8.8%	9.8%	18.6%	12.2%	19.4%	7.9%	4.9%
Illinois	14.3%	10.4%	12.6%	20.9%	15.7%	24.6%	7.9%	6.1%
United States	23.3%	10.8%	13.7%	23.4%	13.6%	26.0%	10.5%	8.1%

Data Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

Please see [Community Needs Assessment Online Tool footnotes](#) for information about the data background, analysis methodologies and other related notes.

Report prepared by [Community Commons](#), April 10, 2018, with some additional data provided by Impact DuPage and select median age, veteran, and poverty maps provided by DuPage County GIS Division.

Quantitative Data Summary

Overall, poverty rates in DuPage County remain below state and national rates, but the poverty rate has increased over the last decade. Moreover, disparities can be seen, as Hispanic or Latino, black or African American, and Native Hawaiian or Pacific Islander residents have higher poverty rates than other race or ethnic populations. Similar disparities can also be seen in children, as black or African American, Native American or Alaska Native, and Hispanic or Latino children have higher poverty rates than other populations.

Unemployment rates continue to decrease in DuPage County, and DuPage County has higher percentages of residents with bachelor’s or graduate degrees than Illinois or the United States. The per capita and median household income values for DuPage continue to exceed state and national values as well. Residents of DuPage County do report slightly longer travel times to work.

Appendices

- I. Client Survey (English and Spanish)
- II. Client Survey Responses by Zip Code
- III. Stakeholder Survey
- IV. Stakeholder Survey Distribution List
- V. Quantitative Data

DuPage County Department of Community Services Needs Assessment Survey

1. Do you live in DuPage County? YES NO
2. What is your household's zip code? _____
3. What is your gender? Female Male Non-binary/third gender Prefer to self-describe _____ Prefer not to say
4. What is your age range? 18-24 years 25-34 years 35- 44 years 45-54 years 55-64 years 65+ years old

5. **EMPLOYMENT:** What do you or a family member need help with (select all that apply)...

<input type="checkbox"/> Finding a full-time job	<input type="checkbox"/> Getting appropriate clothing for my job
<input type="checkbox"/> Applying for jobs	<input type="checkbox"/> Getting equipment (e.g. tools) for my job
<input type="checkbox"/> Writing a resume	<input type="checkbox"/> Other _____
<input type="checkbox"/> Learning how to interview for a job	<input type="checkbox"/> I do not have any employment needs right now
<input type="checkbox"/> Training or education for the job that I want	

6. **EDUCATION:** What do you or a family member need help with (select all that apply)...

<input type="checkbox"/> Getting a high school diploma or GED/HSED	<input type="checkbox"/> Improving communication or language skills
<input type="checkbox"/> Getting a two-year college degree	<input type="checkbox"/> Learning English (as a second language)
<input type="checkbox"/> Getting a four-year college degree	<input type="checkbox"/> Help paying for my education
<input type="checkbox"/> Choosing a career	<input type="checkbox"/> Completing college aid forms (including FAFSA forms)
<input type="checkbox"/> Choosing a technical school program	<input type="checkbox"/> Other _____
<input type="checkbox"/> Learning how to use a computer	<input type="checkbox"/> I do not have any education needs right now

7. **FINANCIAL AND LEGAL ISSUES:** What do you or a family member need help with (select all that apply)...

<input type="checkbox"/> Budgeting and managing money	<input type="checkbox"/> Divorce problems
<input type="checkbox"/> Opening a checking or savings account	<input type="checkbox"/> Child custody problems
<input type="checkbox"/> Filling out tax forms	<input type="checkbox"/> Child support problems
<input type="checkbox"/> Understanding credit scores	<input type="checkbox"/> Getting protection in domestic violence situations
<input type="checkbox"/> Problems with a credit card or loan company	<input type="checkbox"/> Legal help with deportation or immigration issues
<input type="checkbox"/> Problems with utility or telephone company	<input type="checkbox"/> Getting legal help when denied services
<input type="checkbox"/> Problems with payday loans	<input type="checkbox"/> Other _____
<input type="checkbox"/> Foreclosure/bankruptcy/repossession problems	<input type="checkbox"/> I do not have any financial/legal needs right now

8. **HOUSING:** What do you or a family member need help with (select all that apply)...

<input type="checkbox"/> Finding affordable housing	<input type="checkbox"/> Getting help with rent deposits
<input type="checkbox"/> Help with a down payment/closing costs to buy a home	<input type="checkbox"/> Making my home more energy efficient
<input type="checkbox"/> Qualifying for a loan to buy a home	<input type="checkbox"/> Changes to my home for a person with disabilities
<input type="checkbox"/> Home ownership education	<input type="checkbox"/> Getting emergency shelter
<input type="checkbox"/> Renter/tenant rights and responsibilities education	<input type="checkbox"/> Addressing housing discrimination
<input type="checkbox"/> Learning basic home repair/property maintenance skills	<input type="checkbox"/> Other _____
<input type="checkbox"/> Getting help with rent payments	<input type="checkbox"/> I do not have any housing needs right now

9. **FOOD AND NUTRITION:** What do you or a family member need help with (select all that apply)...

<input type="checkbox"/> Getting food from food pantries	<input type="checkbox"/> Getting nutritious foods during pregnancy
<input type="checkbox"/> Learning how to shop and cook for healthy eating	<input type="checkbox"/> Obtaining breastfeeding education and assistance
<input type="checkbox"/> Getting more food for my money	<input type="checkbox"/> Other _____
<input type="checkbox"/> Getting meals delivered to my home	<input type="checkbox"/> I do not have any food/nutrition needs right now
<input type="checkbox"/> Learning how to model healthy eating for my children	

10. **BASIC NEEDS:** What do you or a family member need help with (select all that apply)...

<input type="checkbox"/> Basic furniture, appliances, or house wares	<input type="checkbox"/> Having a reliable phone
<input type="checkbox"/> Personal care items like soap, diapers, toilet paper, etc.	<input type="checkbox"/> Getting access to the Internet
<input type="checkbox"/> Clothing and shoes	<input type="checkbox"/> Paying utility bills (heating, electric, and/or water)
<input type="checkbox"/> Yard work or snow removal	<input type="checkbox"/> Other _____
<input type="checkbox"/> House work or laundry	<input type="checkbox"/> I do not have any basic needs right now
<input type="checkbox"/> Managing medications	

11. CHILD CARE AND CHILD DEVELOPMENT: What do you or your family need help with (select all that apply)...

- | | |
|--|---|
| <input type="checkbox"/> Finding child care in a convenient location | <input type="checkbox"/> Finding a before/after school program |
| <input type="checkbox"/> Finding quality licensed child care | <input type="checkbox"/> Preparing my preschool child for public school |
| <input type="checkbox"/> Finding affordable child care | <input type="checkbox"/> Paying for child care |
| <input type="checkbox"/> Finding child care for babies | <input type="checkbox"/> Paying for school supplies |
| <input type="checkbox"/> Finding child care for toddlers | <input type="checkbox"/> Paying school fees |
| <input type="checkbox"/> Finding child care for preschoolers | <input type="checkbox"/> Paying for school or club activities |
| <input type="checkbox"/> Finding evening or nighttime child care | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Finding weekend child care | <input type="checkbox"/> I do not have childcare needs right now |
| <input type="checkbox"/> Finding a quality preschool | |

12. PARENTING AND FAMILY SUPPORT: What could you or your family use help with (select all that apply)...

- | | |
|--|---|
| <input type="checkbox"/> Disciplining my child more effectively | <input type="checkbox"/> Learning how to set goals and plan for my family |
| <input type="checkbox"/> Communicating with my teenage child | <input type="checkbox"/> Talking to my child’s care provider or teachers |
| <input type="checkbox"/> Addressing a child’s bullying or violent behavior | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Talking to my child about drugs | <input type="checkbox"/> I do not have parenting needs right now |
| <input type="checkbox"/> Talking to my child about sex, STDs, etc. | |
| <input type="checkbox"/> Helping my child cope with emotional issues | |

13. TRANSPORTATION: Which transportation needs could you or your family use help with (select all that apply)...

- | | |
|---|--|
| <input type="checkbox"/> Getting to public transportation | <input type="checkbox"/> Getting myself to and from school |
| <input type="checkbox"/> Reliable transportation to and from work | <input type="checkbox"/> Getting my children to and from child care |
| <input type="checkbox"/> Buying a dependable car | <input type="checkbox"/> Getting my children to and from school |
| <input type="checkbox"/> Paying for car repairs | <input type="checkbox"/> Getting my children to and from activities |
| <input type="checkbox"/> Paying for car insurance | <input type="checkbox"/> Going shopping and doing errands |
| <input type="checkbox"/> Paying car registration or license fees | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Getting a driver’s license | <input type="checkbox"/> I do not have transportation needs right now |
| <input type="checkbox"/> Getting to and from medical or dental appointments | |

14. HEALTH: Which health needs could you or a family member use help with (select all that apply)...

- | | |
|--|--|
| <input type="checkbox"/> Affordable health insurance | <input type="checkbox"/> Getting good medical care before my baby is born |
| <input type="checkbox"/> Affordable dental insurance | <input type="checkbox"/> Getting regular check-ups, developmental screens, or physicals for my child |
| <input type="checkbox"/> Finding health care | <input type="checkbox"/> Vaccines for my children |
| <input type="checkbox"/> Finding dental care | <input type="checkbox"/> Help with a drug or alcohol problem |
| <input type="checkbox"/> Getting my health insurance questions answered | <input type="checkbox"/> Mental health treatment |
| <input type="checkbox"/> Paying for regular medical checkups | <input type="checkbox"/> Stress, depression, or anxiety |
| <input type="checkbox"/> Paying for regular dental checkups | <input type="checkbox"/> Physical, emotional, or sexual abuse |
| <input type="checkbox"/> Paying for medicine and prescriptions | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Paying for glasses, hearing aids, wheelchairs, etc. | <input type="checkbox"/> I do not have health needs right now |
| <input type="checkbox"/> Paying for long-term health care | |
| <input type="checkbox"/> Getting help with family planning or birth control | |

15. Are there needs that you or your family faced within the last 12 months that you were unable to get help with?

YES NO If YES, please list those problems or needs:

16. What is ONE thing you would like to see improved in your neighborhood?

Condado de DuPage – Servicios Comunitarios: Encuesta sobre los Servicios de Necesidades Básicas

1. ¿Vive usted en el Condado de DuPage? SI NO
2. ¿Cuál es el código postal de su residencia? _____
3. ¿Cuál es su género?
 - Femenino Masculino No-Binario / Otro Género Prefiero Auto-describir _____ Prefiero no decir
4. ¿Cuál es su rango de edad? 18-24 años 25-34 años 35- 44 años 45-54 años 55-64 años 65+ años
5. **EMPLEO:** ¿Con que podría necesitar ayuda usted o un familiar? (seleccione todas las que apliquen)...

<ul style="list-style-type: none"> <input type="checkbox"/> Encontrando trabajo de tiempo completo <input type="checkbox"/> Solicitando empleo <input type="checkbox"/> Escribiendo hoja de vida <input type="checkbox"/> Aprendiendo a responder a una entrevista de trabajo <input type="checkbox"/> Entrenamiento o educación para el trabajo que quiero 	<ul style="list-style-type: none"> <input type="checkbox"/> Adquiriendo la ropa apropiada para mi trabajo <input type="checkbox"/> Adquiriendo equipo (ej. herramientas) para mi trabajo <input type="checkbox"/> Otros _____ <input type="checkbox"/> No tengo necesidades de empleo en este momento
--	--
6. **EDUCACIÓN:** ¿Con que podría necesitar ayuda usted o un familiar? (seleccione todas las que apliquen)...

<ul style="list-style-type: none"> <input type="checkbox"/> Obteniendo un diploma de la secundaria o GED/HSED <input type="checkbox"/> Obteniendo un título de dos años de una universidad <input type="checkbox"/> Obteniendo un título de 4 años de una universidad <input type="checkbox"/> Escogiendo una carrera <input type="checkbox"/> Escogiendo un programa en una escuela técnica <input type="checkbox"/> Aprendiendo a usar una computadora <input type="checkbox"/> Mejorando mi comunicación o habilidad con el lenguaje 	<ul style="list-style-type: none"> <input type="checkbox"/> Escogiendo inglés (como segundo idioma) <input type="checkbox"/> Obteniendo asistencia financiera para mi educación <input type="checkbox"/> Completando las formas de ayuda financiera (incluyendo las formas FAFSA) <input type="checkbox"/> Otros _____ <input type="checkbox"/> No tengo necesidades de educación en este momento
--	---
7. **ASUNTOS FINANCIEROS Y LEGALES:** ¿Con que podría necesitar ayuda usted o un familiar? (seleccione todas las que apliquen)...

<ul style="list-style-type: none"> <input type="checkbox"/> Presupuestando y administrando el dinero <input type="checkbox"/> Abriendo una cuenta de cheques o de ahorros <input type="checkbox"/> Llenando las formas de los impuestos <input type="checkbox"/> Entendiendo el puntaje de crédito <input type="checkbox"/> Problemas con la compañía de crédito o de préstamo <input type="checkbox"/> Problemas con la compañía de servicio público o de teléfono <input type="checkbox"/> Problemas con los préstamos de día de pago <input type="checkbox"/> Problemas de ejecución hipotecaria/bancarrota/recuperación 	<ul style="list-style-type: none"> <input type="checkbox"/> Problemas de divorcio <input type="checkbox"/> Problemas con la custodia de menores <input type="checkbox"/> Problemas con la manutención de menores <input type="checkbox"/> Obteniendo orden de restricción en casos de violencia doméstica <input type="checkbox"/> Asistencia legal en casos de deportación o inmigración <input type="checkbox"/> Otros _____ <input type="checkbox"/> No tengo necesidades financieras/legales en este momento
---	--
8. **VIVIENDA:** ¿Con que podría necesitar ayuda usted o un familiar? (seleccione todas las que apliquen)...

<ul style="list-style-type: none"> <input type="checkbox"/> Encontrando vivienda asequible <input type="checkbox"/> Obteniendo asistencia financiera con el pago inicial o los costos de cierre para comprar vivienda <input type="checkbox"/> Calificando para un préstamo hipotecario <input type="checkbox"/> Educación acerca de cómo ser un propietario de vivienda <input type="checkbox"/> Educación sobre los derechos y responsabilidades de arrendatario/propietario <input type="checkbox"/> Aprendiendo habilidades básicas para reparar y mantener una propiedad <input type="checkbox"/> Obteniendo asistencia financiera con pago de renta 	<ul style="list-style-type: none"> <input type="checkbox"/> Obteniendo asistencia financiera con pago del depósito de garantía para la renta <input type="checkbox"/> Haciendo que mi casa sea más eficiente en el uso de energía <input type="checkbox"/> Cambiando mi casa para que sea accesible para personas con necesidades especiales <input type="checkbox"/> Consiguiendo un albergue de emergencia <input type="checkbox"/> Hablando acerca de la discriminación en la vivienda <input type="checkbox"/> Otros _____ <input type="checkbox"/> No tengo necesidades de vivienda en este momento
--	--
9. **ALIMENTOS Y NUTRICIÓN:** ¿Con que podría necesitar ayuda usted o un familiar? (seleccione todas las que apliquen)...

<ul style="list-style-type: none"> <input type="checkbox"/> Consiguiendo alimentos en las alacenas o los bancos de comida <input type="checkbox"/> Aprendiendo a comprar y cocinar alimentos saludables <input type="checkbox"/> Aprendiendo a hacer mejor uso de cada dólar presupuestado para alimentación <input type="checkbox"/> Obteniendo las comidas repartidas y entregadas al hogar 	<ul style="list-style-type: none"> <input type="checkbox"/> Aprendiendo cómo ser un ejemplo de alimentación saludable para mis hijos <input type="checkbox"/> Obteniendo alimentación saludable durante mi embarazo <input type="checkbox"/> Obteniendo asistencia y educación sobre lactancia materna <input type="checkbox"/> Otros _____ <input type="checkbox"/> No tengo necesidades nutricionales en este momento
---	---



10. NECESIDADES BÁSICAS : ¿Con que podría necesitar ayuda usted o un familiar? (seleccione todas las que apliquen)...

- | | |
|---|---|
| <input type="checkbox"/> Muebles básicos, electrodomésticos y artículos para el hogar | <input type="checkbox"/> Acceso a un teléfono fiable |
| <input type="checkbox"/> Artículos de cuidado personal como jabón, pañales, papel higiénico, etc. | <input type="checkbox"/> Acceso al internet |
| <input type="checkbox"/> Ropa y zapatos | <input type="checkbox"/> Pagando los servicios públicos (calefacción, electricidad, y/o agua) |
| <input type="checkbox"/> Cortando el césped o removiendo la nieve | <input type="checkbox"/> Otros _____ |
| <input type="checkbox"/> Limpiando la casa o lavando la ropa | <input type="checkbox"/> No tengo necesidades básicas en este momento |
| <input type="checkbox"/> Administrando las medicinas | |

11. CRIANZA DE LOS NIÑOS Y DESARROLLO INFANTIL: ¿Con que podría necesitar ayuda usted o un familiar? (seleccione todas las que apliquen)...

- | | |
|--|--|
| <input type="checkbox"/> Encontrando cuidado de niños en un lugar conveniente | <input type="checkbox"/> Encontrando un preescolar de calidad |
| <input type="checkbox"/> Encontrando cuidado de niños con licencia y de calidad | <input type="checkbox"/> Encontrando programas antes/después de escuela |
| <input type="checkbox"/> Encontrando cuidado de niños que yo pueda costear | <input type="checkbox"/> Preparando mi niño de preescolar para la escuela pública |
| <input type="checkbox"/> Encontrando cuidado para los bebés (0-12 meses) | <input type="checkbox"/> Pagando por el cuidado de niños |
| <input type="checkbox"/> Encontrando cuidado para los bebés mayores (12-24 meses) | <input type="checkbox"/> Pagando por los suministros escolares |
| <input type="checkbox"/> Encontrando cuidado para los niños de preescolar | <input type="checkbox"/> Pagando por la cuota escolar |
| <input type="checkbox"/> Encontrando cuidado para los niños en las horas de la tarde o noche | <input type="checkbox"/> Pagando por las actividades de la escuela o después de clase. |
| <input type="checkbox"/> Encontrando cuidado para los niños en los fines de semana | <input type="checkbox"/> Otros _____ |
| | <input type="checkbox"/> No tengo necesidades de cuidado de niños en este momento |

12. CRIANZA DE LOS NIÑOS Y APOYO FAMILIAR: con cuál necesidad podría usted o su familia usar ayuda? (seleccione todas las que apliquen)...

- | | |
|--|--|
| <input type="checkbox"/> Disciplinando mis niños de una manera eficaz | <input type="checkbox"/> Aprendiendo a establecer objetivos y a planear para mi familia |
| <input type="checkbox"/> Comunicándome con mis hijos adolescentes | <input type="checkbox"/> Hablando con las personas que cuidan a mis hijos o sus maestros |
| <input type="checkbox"/> Tratando con mis niños que han demostrado una conducta violenta, de acoso o intimidación. | <input type="checkbox"/> Otros _____ |
| <input type="checkbox"/> Hablando a mis hijos acerca de las drogas | <input type="checkbox"/> No tengo necesidades con la crianza de los niños en este momento |
| <input type="checkbox"/> Hablando a mis hijos acerca de sexo, enfermedades de transmisión sexual (ETS), etc. | |
| <input type="checkbox"/> Ayudando a mis hijos como hacer frente a sus emociones | |

13. TRANSPORTE: ¿Con cuáles necesidades de transporte usted o su familia podrían necesitar ayuda? (seleccione todas las que apliquen)...

- | | |
|---|--|
| <input type="checkbox"/> Teniendo acceso a transportación pública | <input type="checkbox"/> Ir y venir por mí mismo a la escuela |
| <input type="checkbox"/> Teniendo transportación confiable para ir y venir del trabajo | <input type="checkbox"/> Llevando a mis niños de ida y regreso a la guardería |
| <input type="checkbox"/> Comprando un vehículo confiable | <input type="checkbox"/> Llevando a mis niños de ida y regreso a la escuela |
| <input type="checkbox"/> Pagando por las reparaciones del automóvil | <input type="checkbox"/> Llevando a mis niños de ida y regreso de las actividades |
| <input type="checkbox"/> Pagando por el seguro del automóvil | <input type="checkbox"/> Ir de compras o ir a hacer mandados |
| <input type="checkbox"/> Pagando por el registro o la licencia del automóvil | <input type="checkbox"/> Otros _____ |
| <input type="checkbox"/> Obteniendo la licencia para conducir | <input type="checkbox"/> No tengo necesidades de transporte en este momento |
| <input type="checkbox"/> Obteniendo transporte de ida y vuelta a las citas médicas y del dentista | |

14. SALUD: ¿Con cuáles necesidades de salud usted o su familia podrían necesitar ayuda? (seleccione todas las que apliquen)...

- | | |
|--|---|
| <input type="checkbox"/> Seguro médico de costo razonable | <input type="checkbox"/> Obteniendo buen cuidado antes del nacimiento de mi bebé |
| <input type="checkbox"/> Seguro dental de costo razonable | <input type="checkbox"/> Obteniendo revisiones de salud regulares, evaluaciones para el desarrollo o exámenes físicos para mis niños. |
| <input type="checkbox"/> Encontrando servicio médico | <input type="checkbox"/> Vacunas para mis niños |
| <input type="checkbox"/> Encontrando servicio dental | <input type="checkbox"/> Obteniendo ayuda para los problemas de drogas o alcohol |
| <input type="checkbox"/> Respondiendo a mis preguntas sobre seguro médico | <input type="checkbox"/> Tratamiento de salud mental |
| <input type="checkbox"/> Pagando por la visita regular médica | <input type="checkbox"/> Estrés, depresión y ansiedad |
| <input type="checkbox"/> Pagando por la visita regular al dentista | <input type="checkbox"/> Abuso físico, emocional o sexual |
| <input type="checkbox"/> Pagando por las medicinas y recetas medicas | <input type="checkbox"/> Otros _____ |
| <input type="checkbox"/> Pagando por lentes, audífonos, silla de ruedas, etc. | <input type="checkbox"/> No tengo necesidades de salud en este momento |
| <input type="checkbox"/> Pagando por el cuidado de salud a largo plazo | |
| <input type="checkbox"/> Asistiendo con la planeación familiar o control de la natalidad | |



15. ¿Existe algún problema que usted o su familia haya tenido durante los últimos 12 meses con el cual no logró conseguir ayuda?

SI NO Si la respuesta es SI, por favor escriba la lista de estos problemas:

16. ¿Cuál sería la MAYOR cosa que a usted le gustaría ver mejorada en su vecindario?

English Survey Respondents: Employment, Education, Financial, Housing, and Food Needs

Location	N=	Employment Needs	Education Needs	Financial and/or Legal Needs	Housing Needs	Food & Nutrition Needs
60188 Carol Stream	207	<ul style="list-style-type: none"> • Finding a full-time job (20%) • Training or education for the job that I want (12%) • Writing a resume (11%) 	<ul style="list-style-type: none"> • Help paying for my education (16%) • Learning how to use a computer (14%) • Improving communication or language skills (11%) 	<ul style="list-style-type: none"> • Budgeting and managing money (15%) • Understanding credit scores (9%) • Filling out tax forms (9%) 	<ul style="list-style-type: none"> • Finding affordable housing (23%) • Help with a down payment/closing costs to buy a home (14%) • Qualifying for a loan to buy a home (12%) • Getting help with rent/payments (12%) 	<ul style="list-style-type: none"> • Getting food from food pantries (27%) • Getting more food for my money (13%) • Learning how to shop and cook for healthy eating (9%)
60185 West Chicago	124	<ul style="list-style-type: none"> • Training or education for the job that I want (21%) • Finding a full-time job (16%) • Getting appropriate clothing for my job (12%) 	<ul style="list-style-type: none"> • Help paying for my education (19%) • Getting a high school diploma or GED/HSED (9%) • Getting a four-year college degree (9%) • Learning how to use a computer (9%) 	<ul style="list-style-type: none"> • Budgeting and managing money (17%) • Filling out tax forms (10%) • Understanding credit scores (8%) 	<ul style="list-style-type: none"> • Finding affordable housing (19%) • Qualifying for a loan to buy a home (16%) • Help with a down payment/closing costs to buy a home (11%) 	<ul style="list-style-type: none"> • Getting food from food pantries (23%) • Getting more food for my money (15%) • Learning how to shop and cook for healthy eating (11%)
60148 Lombard	120	<ul style="list-style-type: none"> • Finding a full-time job (17%) • Training or education for the job that I want (14%) • Getting appropriate clothing for my job (12%) 	<ul style="list-style-type: none"> • Help paying for my education (17%) • Learning how to use a computer (13%) • Getting a two-year college degree (10%) 	<ul style="list-style-type: none"> • Budgeting and managing money (27%) • Filling out tax forms (11%) • Understanding credit scores (9%) 	<ul style="list-style-type: none"> • Finding affordable housing (28%) • Qualifying for a loan to buy a home (14%) • Getting help with rent/payments (13%) 	<ul style="list-style-type: none"> • Getting food from food pantries (32%) • Getting more food for my money (20%) • Learning how to shop and cook for healthy eating (15%)
60187 Wheaton	116	<ul style="list-style-type: none"> • Finding a full-time job (27%) • Training or education for the job that I want (21%) • Getting appropriate clothing for my job (16%) 	<ul style="list-style-type: none"> • Help paying for my education (16%) • Getting a two-year college degree (13%) • Choosing a career (12%) • Learning English (as a second language) (12%) 	<ul style="list-style-type: none"> • Budgeting and managing money (20%) • Problems with a credit card or loan company (14%) • Understanding credit scores (11%) 	<ul style="list-style-type: none"> • Finding affordable housing (31%) • Getting help with rent/payments (25%) • Getting help with rent deposits (19%) 	<ul style="list-style-type: none"> • Getting food from food pantries (37%) • Getting more food for my money (23%) • Learning how to shop and cook for healthy eating (16%)
60139 Glendale Heights	113	<ul style="list-style-type: none"> • Finding a full-time job (15%) • Training or education for the job that I want (15%) • Writing a resume (13%) • Learning how to interview for a job (13%) 	<ul style="list-style-type: none"> • Help paying for my education (22%) • Getting a high school diploma or GED/HSED (15%) • Getting a four-year college degree (12%) 	<ul style="list-style-type: none"> • Budgeting and managing money (25%) • Filling out tax forms (12%) • Problems with a credit card or loan company (11%) 	<ul style="list-style-type: none"> • Finding affordable housing (25%) • Learning basic home repair/property maintenance skills (16%) • Getting help with rent/payments (15%) 	<ul style="list-style-type: none"> • Getting food from food pantries (31%) • Getting more food for my money (27%) • Learning how to shop and cook for healthy eating (17%)

English Survey Respondents: Employment, Education, Financial, Housing, and Food Needs (continued)

Location	N=	Employment Needs	Education Needs	Financial and/or Legal Needs	Housing Needs	Food & Nutrition Needs
60137 Glen Ellyn	101	<ul style="list-style-type: none"> • Finding a full-time job (16%) • Getting appropriate clothing for my job (16%) • Training or education for the job that I want (15%) 	<ul style="list-style-type: none"> • Help paying for my education (22%) • Learning how to use a computer (16%) • Getting a four-year college degree (12%) 	<ul style="list-style-type: none"> • Budgeting and managing money (18%) • Problems with a credit card or loan company (15%) • Understanding credit scores (12%) 	<ul style="list-style-type: none"> • Finding affordable housing (27%) • Getting help with rent/payments (19%) • Help with a down payment/closing costs to buy a home (18%) 	<ul style="list-style-type: none"> • Getting food from food pantries (38%) • Getting more food for my money (20%) • Learning how to model healthy eating for my children (13%)
60559 Westmont	92	<ul style="list-style-type: none"> • Training or education for the job that I want (17%) • Finding a full-time job (16%) • Applying for jobs (12%) 	<ul style="list-style-type: none"> • Help paying for my education (21%) • Learning how to use a computer (16%) • Getting a high school diploma or GED/HSED (12%) 	<ul style="list-style-type: none"> • Budgeting and managing money (16%) • Filling out tax forms (10%) • Problems with utility or telephone company (9%) 	<ul style="list-style-type: none"> • Finding affordable housing (29%) • Getting help with rent/payments (15%) • Help with a down payment/closing costs to buy a home (14%) 	<ul style="list-style-type: none"> • Getting food from food pantries (34%) • Getting more food for my money (21%) • Learning how to shop and cook for healthy eating (17%)
60540 Naperville	89	<ul style="list-style-type: none"> • Finding a full-time job (24%) • Writing a resume (17%) • Applying for jobs (15%) • Getting appropriate clothing for my job (15%) 	<ul style="list-style-type: none"> • Help paying for my education (22%) • Getting a two-year college degree (13%) • Getting a four-year college degree (13%) 	<ul style="list-style-type: none"> • Budgeting and managing money (29%) • Understanding credit scores (22%) • Filling out tax forms (15%) 	<ul style="list-style-type: none"> • Finding affordable housing (39%) • Learning basic home repair/property maintenance skills (19%) • Qualifying for a loan to buy a home (16%) 	<ul style="list-style-type: none"> • Getting food from food pantries (30%) • Getting more food for my money (21%) • Learning how to shop and cook for healthy eating (13%)
60101 Addison	82	<ul style="list-style-type: none"> • Finding a full-time job (23%) • Applying for jobs (12%) • Training or education for the job that I want (11%) 	<ul style="list-style-type: none"> • Help paying for my education (13%) • Learning how to use a computer (12%) • Improving communication or language skills (12%) 	<ul style="list-style-type: none"> • Budgeting and managing money (16%) • Understanding credit scores (9%) • Filling out tax forms (7%) 	<ul style="list-style-type: none"> • Finding affordable housing (27%) • Home ownership education (13%) • Getting help with rent/payments (12%) 	<ul style="list-style-type: none"> • Getting food from food pantries (35%) • Getting more food for my money (22%) • Learning how to shop and cook for healthy eating (17%)
60563 Naperville	81	<ul style="list-style-type: none"> • Getting appropriate clothing for my job (17%) • Finding a full-time job (15%) • Training or education for the job that I want (14%) 	<ul style="list-style-type: none"> • Help paying for my education (20%) • Getting a four-year college degree (9%) • Choosing a career (9%) • Improving communication or language skills (9%) 	<ul style="list-style-type: none"> • Budgeting and managing money (26%) • Problems with utility or telephone company (12%) • Understanding credit scores (10%) 	<ul style="list-style-type: none"> • Getting help with rent/payments (28%) • Finding affordable housing (27%) • Getting help with rent deposits (17%) 	<ul style="list-style-type: none"> • Getting food from food pantries (28%) • Getting more food for my money (26%) • Learning how to shop and cook for healthy eating (12%)

English Survey Respondents: Employment, Education, Financial, Housing, and Food Needs (continued)

Location	N=	Employment Needs	Education Needs	Financial and/or Legal Needs	Housing Needs	Food & Nutrition Needs
60189 Wheaton	80	<ul style="list-style-type: none"> • Training or education for the job that I want (19%) • Finding a full-time job (16%) • Writing a resume (16%) 	<ul style="list-style-type: none"> • Help paying for my education (19%) • Improving communication or language skills (15%) • Learning how to use a computer (14%) 	<ul style="list-style-type: none"> • Budgeting and managing money (26%) • Problems with a credit card or loan company (15%) • Filling out tax forms (14%) • Problems with utility or telephone company (14%) 	<ul style="list-style-type: none"> • Finding affordable housing (36%) • Help with a down payment/closing costs to buy a home (24%) • Getting help with rent/payments (23%) 	<ul style="list-style-type: none"> • Getting food from food pantries (34%) • Getting more food for my money (23%) • Learning how to shop and cook for healthy eating (16%)
60181 Villa Park	65	<ul style="list-style-type: none"> • Finding a full-time job (20%) • Training or education for the job that I want (15%) • Applying for jobs (11%) • Getting appropriate clothing for my job (11%) 	<ul style="list-style-type: none"> • Getting a high school diploma or GED/HSED (11%) • Getting a two-year college degree (11%) • Getting a four-year college degree (11%) • Completing college aid forms (including FAFSA forms) (11%) 	<ul style="list-style-type: none"> • Budgeting and managing money (29%) • Child support problems (14%) • Understanding credit scores (12%) 	<ul style="list-style-type: none"> • Finding affordable housing (28%) • Getting help with rent/payments (22%) • Making my home more energy efficient (17%) 	<ul style="list-style-type: none"> • Getting food from food pantries (29%) • Getting more food for my money (25%) • Learning how to shop and cook for healthy eating (18%)
60517 Woodridge	65	<ul style="list-style-type: none"> • Finding a full-time job (20%) • Training or education for the job that I want (15%) • Applying for jobs (12%) 	<ul style="list-style-type: none"> • Help paying for my education (22%) • Getting a two-year college degree (12%) • Choosing a career (12%) 	<ul style="list-style-type: none"> • Budgeting and managing money (31%) • Understanding credit scores (18%) • Filling out tax forms (12%) 	<ul style="list-style-type: none"> • Finding affordable housing (23%) • Getting help with rent/payments (22%) • Getting help with rent deposits (14%) 	<ul style="list-style-type: none"> • Getting food from food pantries (38%) • Getting more food for my money (20%) • Learning how to shop and cook for healthy eating (15%)
60133 Hanover Park	63	<ul style="list-style-type: none"> • Finding a full-time job (21%) • Training or education for the job I want (14%) • Applying for jobs (13%) 	<ul style="list-style-type: none"> • Getting a high school diploma or GED/HSED (19%) • Help paying for my education (17%) • Improving communication or language skills (10%) 	<ul style="list-style-type: none"> • Budgeting and managing money (27%) • Filling out tax forms (8%) • Problems with utility or telephone company (8%) 	<ul style="list-style-type: none"> • Finding affordable housing (25%) • Getting help with rent/payments (19%) • Learning basic home repair/property maintenance skills (16%) 	<ul style="list-style-type: none"> • Getting food from food pantries (27%) • Getting more food for my money (21%) • Learning how to shop and cook for healthy eating (17%)
60515 Downers Grove	57	<ul style="list-style-type: none"> • Finding a full-time job (28%) • Getting appropriate clothing for my job (16%) • Applying for jobs (11%) • Writing a resume (11%) • Learning how to interview for a job (11%) 	<ul style="list-style-type: none"> • Help paying for my education (12%) • Choosing a career (9%) • Learning how to use a computer (9%) 	<ul style="list-style-type: none"> • Budgeting and managing money (21%) • Filling out tax forms (12%) • Understanding credit scores (11%) 	<ul style="list-style-type: none"> • Finding affordable housing (23%) • Home ownership education (12%) • Making my home more energy efficient (12%) 	<ul style="list-style-type: none"> • Getting food from food pantries (24%) • Getting more food for my money (12%) • Getting nutritious foods during pregnancy (9%)

English Survey Respondents: Employment, Education, Financial, Housing, and Food Needs (continued)

Location	N=	Employment Needs	Education Needs	Financial and/or Legal Needs	Housing Needs	Food & Nutrition Needs
60532 Lisle	52	<ul style="list-style-type: none"> • Training or education for the job that I want (17%) • Finding a full-time job (15%) • Applying for jobs (13%) 	<ul style="list-style-type: none"> • Help paying for my education (25%) • Choosing a career (13%) • Improving communication or language skills (12%) 	<ul style="list-style-type: none"> • Budgeting and managing money (21%) • Understanding credit scores (12%) 	<ul style="list-style-type: none"> • Finding affordable housing (35%) • Getting help with rent/payments (12%) • Help with a down payment/closing costs to buy a home (10%) • Learning basic home repair/property maintenance skills (10%) • Making my home more energy efficient (10%) 	<ul style="list-style-type: none"> • Getting food from food pantries (31%) • Getting more food for my money (25%) • Getting meals delivered to my home (13%)
60555 Warrenville	48	<ul style="list-style-type: none"> • Finding a full-time job (25%) • Training or education for the job that I want (23%) 	<ul style="list-style-type: none"> • Learn how to use a computer (17%) • Getting a high school diploma or GED/HSED (15%) • Choosing a career (10%) • Learning English (as a second language) (10%) • Help paying for my education (10%) 	<ul style="list-style-type: none"> • Budgeting and managing money (31%) • Problems with a credit card or loan company (10%) 	<ul style="list-style-type: none"> • Finding affordable housing (21%) • Getting help with rent/payments (17%) • Help with a down payment/closing costs to buy a home (15%) • Learning basic home repair/property maintenance skills (15%) • Making my home more energy efficient (15%) 	<ul style="list-style-type: none"> • Getting food from food pantries (33%) • Getting more food for my money (17%) • Learning how to shop and cook for healthy eating (13%)
60516 Downers Grove	46	<ul style="list-style-type: none"> • Finding a full-time job (26%) • Training or education for the job that I want (22%) • Writing a resume (15%) • Learning how to interview for a job (15%) 	<ul style="list-style-type: none"> • Help paying for my education (24%) • Choosing a career (15%) • Getting a two-year college degree (13%) • Learning how to use a computer (13%) 	<ul style="list-style-type: none"> • Budgeting and managing money (30%) • Problems with utility or telephone company (11%) • Foreclosure/bankruptcy/repossession problems (11%) • Child support problems (11%) 	<ul style="list-style-type: none"> • Finding affordable housing (30%) • Home ownership education (24%) • Getting help with rent/payments (15%) 	<ul style="list-style-type: none"> • Getting food from food pantries (22%) • Learning how to shop and cook for healthy eating (15%) • Getting more food for my money (15%)
60565 Naperville	46	<ul style="list-style-type: none"> • Finding a full-time job (24%) • Training or education for the job that I want (17%) • Writing a resume (11%) 	<ul style="list-style-type: none"> • Getting a four-year college degree (17%) • Help paying for my education (17%) • Choosing a career (16%) 	<ul style="list-style-type: none"> • Budgeting and managing money (24%) 	<ul style="list-style-type: none"> • Finding affordable housing (22%) • Learning basic home repair/property maintenance skills (17%) • Help with a down payment/closing costs to buy a home (15%) • Getting help with rent/payments (15%) 	<ul style="list-style-type: none"> • Getting food from food pantries (28%) • Getting more food for my money (26%) • Learning how to shop and cook for healthy eating (24%)

English Survey Respondents: Employment, Education, Financial, Housing, and Food Needs (continued)

Location	N=	Employment Needs	Education Needs	Financial and/or Legal Needs	Housing Needs	Food & Nutrition Needs
60103 Bartlett	45	<ul style="list-style-type: none"> Finding a full-time job (13%) 				<ul style="list-style-type: none"> Getting food from food pantries (11%)
60527 Burr Ridge	41	<ul style="list-style-type: none"> Finding a full-time job (24%) Training or education for the job that I want (20%) Learning how to interview for a job (12%) 	<ul style="list-style-type: none"> Help paying for my education (24%) Getting a two-year college degree (22%) Getting a four-year college degree (22%) 	<ul style="list-style-type: none"> Budgeting and managing money (20%) Understanding credit scores (12%) 	<ul style="list-style-type: none"> Finding affordable housing (22%) Qualifying for a loan to buy a home (15%) Getting help with rent/payments (12%) Getting help with rent deposits (12%) 	<ul style="list-style-type: none"> Getting food from food pantries (49%) Learning how to shop and cook for healthy eating (24%) Getting more food for my money (24%)
60504 Aurora	38	<ul style="list-style-type: none"> Finding a full-time job (26%) Training or education for the job that I want (16%) 	<ul style="list-style-type: none"> Help paying for my education (24%) Getting a two-year college degree (18%) Getting a four-year college degree (13%) 	<ul style="list-style-type: none"> Budgeting and managing money (21%) Problems with a credit card or loan company (18%) 	<ul style="list-style-type: none"> Finding affordable housing (21%) Help with a down payment/closing costs to buy a home (13%) Qualifying for a loan to buy a home (13%) Learning basic home repair/property maintenance skills (13%) Getting help with rent/payments (13%) 	<ul style="list-style-type: none"> Getting food from food pantries (32%) Getting more food for my money (26%)
60561 Darien	33	<ul style="list-style-type: none"> Finding a full-time job (36%) Applying for jobs (21%) Learning how to interview for a job (21%) 	<ul style="list-style-type: none"> Help paying for my education (15%) 	<ul style="list-style-type: none"> Budgeting and managing money (27%) Child support problems (18%) Filling out tax forms (15%) Foreclosure/bankruptcy/repossession problems (15%) Child custody problems (15%) 	<ul style="list-style-type: none"> Finding affordable housing (24%) Learning basic home repair/property maintenance (21%) Help with a down payment/closing costs to buy a home (15%) Qualifying for a loan to buy a home (15%) Getting help with rent/payments (15%) Getting help with rent deposits (15%) 	<ul style="list-style-type: none"> Getting food from food pantries (27%) Learning how to shop and cook for healthy eating (27%) Getting more food for my money (18%)
60126 Elmhurst	31	<ul style="list-style-type: none"> Finding a full-time job (26%) Training or education (19%) 	<ul style="list-style-type: none"> Help paying for my education (16%) 	<ul style="list-style-type: none"> Budgeting and managing money (19%) 	<ul style="list-style-type: none"> Finding affordable housing (19%) Help with a down payment/closing costs to buy a home (19%) Qualifying for a loan to buy a home (16%) 	<ul style="list-style-type: none"> Getting food from food pantries (39%) Getting more food for my money (16%)

English Survey Respondents: Child Care, Parenting, Transportation, Health, and Basic Needs

Location	N=	Basic Needs	Child Care and Development	Parenting and Family Support	Transportation	Health
60188 Carol Stream	207	<ul style="list-style-type: none"> • Paying utility bills (heating, electric, and/or water) (22%) • Personal care items like soap, diapers, toilet paper, etc. (18%) • Clothing and shoes (13%) • Getting access to the internet (13%) 	<ul style="list-style-type: none"> • Paying for childcare (7%) • Finding affordable child care (6%) • Paying for school or club activities (5%) • Finding childcare in a convenient location (5%) 	<ul style="list-style-type: none"> • Learning how to set goals and plan for my family (8%) • Helping my child cope with emotional issues (7%) • Talking to my child about sex, STDs, etc. (5%) 	<ul style="list-style-type: none"> • Paying for car insurance (14%) • Paying for car repairs (13%) • Buying a dependable car (12%) 	<ul style="list-style-type: none"> • Affordable health insurance (16%) • Affordable dental insurance (14%) • Paying for glasses, hearing aids, wheelchairs (10%)
60185 West Chicago	124	<ul style="list-style-type: none"> • Paying utility bills (heating, electric, and/or water) (24%) • Personal care items like soap, diapers, toilet paper, etc. (21%) • Clothing and shoes (18%) 	<ul style="list-style-type: none"> • Paying school fees (11%) • Finding a before/after school program (9%) • Paying for school or club activities (9%) 	<ul style="list-style-type: none"> • Learning how to set goals and plan for my family (12%) • Disciplining my child more effectively (11%) • Helping my child cope with emotional issues (7%) 	<ul style="list-style-type: none"> • Paying for car repairs (15%) • Paying for car insurance (12%) • Buying a dependable car (11%) 	<ul style="list-style-type: none"> • Affordable health insurance (20%) • Paying for glasses, hearing aids, wheelchairs (14%) • Stress, depression, or anxiety (14%)
60148 Lombard	120	<ul style="list-style-type: none"> • Clothing and shoes (22%) • Personal care items like soap, diapers, toilet paper, etc. (21%) • Basic furniture, appliances, or house wares (19%) 	<ul style="list-style-type: none"> • Finding child care in a convenient location (6%) • Finding affordable child care (6%) • Paying for school or club activities (6%) 	<ul style="list-style-type: none"> • Helping my child cope with emotional issues (11%) • Learning how to set goals and plan for my family (8%) • Disciplining my child more effectively (6%) 	<ul style="list-style-type: none"> • Paying for car repairs (18%) • Paying for car insurance (15%) • Buying a dependable car (13%) 	<ul style="list-style-type: none"> • Affordable dental insurance (17%) • Finding dental care (16%) • Affordable health insurance (16%)
60187 Wheaton	116	<ul style="list-style-type: none"> • Basic furniture, appliances, or house wares (28%) • Clothing and shoes (22%) • Personal care items like soap, diapers, toilet paper, etc. (21%) • Having a reliable phone (21%) • Paying utility bills (heating electric, and/or water) (21%) 	<ul style="list-style-type: none"> • Finding affordable child care (10%) • Paying for school supplies (10%) • Paying for child care (9%) • Paying for school fees (9%) 	<ul style="list-style-type: none"> • Learning how to set goals and plan for my family (15%) • Disciplining my child more effectively (11%) • Communicating with my teenage child (10%) 	<ul style="list-style-type: none"> • Paying for car repairs (22%) • Paying for car insurance (21%) • Buying a dependable car (20%) 	<ul style="list-style-type: none"> • Affordable health insurance (25%) • Affordable dental insurance (23%) • Paying for glasses, hearing aids, wheelchairs, etc. (16%)
60139 Glendale Heights	113	<ul style="list-style-type: none"> • Clothing and shoes (28%) • Paying utility bills (heating, electric, and/or water) (25%) • Personal care items like soap, diapers, toilet paper, etc. (23%) 	<ul style="list-style-type: none"> • Paying for child care (15%) • Finding affordable child care (12%) • Paying school fees (11%) 	<ul style="list-style-type: none"> • Learning how to set goals and plan for my family (17%) • Helping my child cope with emotional issues (15%) • Disciplining my child more effectively (11%) 	<ul style="list-style-type: none"> • Buying a dependable car (19%) • Paying for car repairs (19%) • Getting to and from medical or dental appointments (12%) 	<ul style="list-style-type: none"> • Affordable health insurance (27%) • Affordable dental insurance (24%) • Paying for glasses, hearing aids, wheelchairs, etc. (19%)

English Survey Respondents: Child Care, Parenting, Transportation, Health, and Basic Needs (continued)

Location	N=	Basic Needs	Child Care and Development	Parenting and Family Support	Transportation	Health
60137 Glen Ellyn	101	<ul style="list-style-type: none"> Personal care items like soap, diapers, toilet paper, etc. (33%) Clothing and shoes (33%) Paying utility bills (heating, electric, and/or water) (24%) 	<ul style="list-style-type: none"> Finding affordable child care (8%) Finding child care in a convenient location (6%) Finding a before/after school program (6%) Paying for child care (6%) 	<ul style="list-style-type: none"> Disciplining my child more effectively (7%) Helping my child cope with emotional issues (6%) Learning how to set goals and plan for my family (6%) 	<ul style="list-style-type: none"> Paying for car repairs (21%) Paying for care insurance (17%) Buying a dependable car (13%) 	<ul style="list-style-type: none"> Affordable health insurance (20%) Affordable dental insurance (19%) Stress, depression, or anxiety (16%)
60559 Westmont	92	<ul style="list-style-type: none"> Personal care items like soap, diapers, toilet paper, etc. (28%) Paying utility bills (heating, electric, and/or water) (22%) Clothing and shoes (21%) 	<ul style="list-style-type: none"> Paying school fees (8%) Paying for school or club activities (8%) Paying for school supplies (5%) 	<ul style="list-style-type: none"> Communicating with my teenage child (13%) Learning how to set goals and plan for my family (10%) Disciplining my child more effectively (8%) Helping my child cope with emotional issues (8%) 	<ul style="list-style-type: none"> Paying for car repairs (25%) Paying for car insurance (18%) Buying a dependable car (16%) 	<ul style="list-style-type: none"> Affordable dental insurance (23%) Affordable health insurance (20%) Stress, depression, or anxiety (18%)
60540 Naperville	89	<ul style="list-style-type: none"> Clothing and shoes (25%) Basic furniture, appliances, or house wares (22%) Personal care items like soap, diapers, toilet paper, etc. (22%) Paying utility bills (heating, electric, and/or water) (22%) 	<ul style="list-style-type: none"> Paying for child care (12%) Finding affordable child care (9%) Paying school fees (9%) 	<ul style="list-style-type: none"> Learning how to set goals and plan for my family (11%) Helping my child cope with emotional issues (10%) Disciplining my child more effectively (7%) Communicating with my teenage child (7%) Talking to my child about drugs (7%) Talking to my child about sex, STDs, etc. (7%) 	<ul style="list-style-type: none"> Paying for car repairs (24%) Buying a dependable car (20%) Paying for car insurance (18%) 	<ul style="list-style-type: none"> Affordable health insurance (26%) Affordable dental insurance (17%) Finding dental care (15%) Paying for glasses, hearing aids, wheelchairs, etc. (15%)
60101 Addison	82	<ul style="list-style-type: none"> Paying utility bills (heating, electric, and/or water) (26%) Basic furniture, appliances, or house wares (20%) Personal care items like soap, diapers, toilet paper, etc. (18%) 	<ul style="list-style-type: none"> Paying school fees (10%) Paying for child care (9%) Paying for school supplies (6%) 	<ul style="list-style-type: none"> Disciplining my child more effectively (11%) Learning how to set my goals and plan for my family (11%) Helping my child cope with emotional issues (9%) 	<ul style="list-style-type: none"> Paying for car repairs (20%) Buying a dependable car (16%) Paying for car insurance (13%) 	<ul style="list-style-type: none"> Affordable health insurance (22%) Affordable dental insurance (17%) Stress, depression, or anxiety (13%)
60563 Naperville	81	<ul style="list-style-type: none"> Paying utility bills (heating, electric, and/or water) (41%) Clothing and shoes (25%) Basic furniture, appliances, or house wares (23%) 	<ul style="list-style-type: none"> Finding affordable child care (6%) Paying for child care (6%) Finding a before/after school program (4%) Paying for school supplies (4%) Paying school fees (4%) Paying for school or club activities (4%) 	<ul style="list-style-type: none"> Learning how to set my goals and plan for my family (14%) Disciplining my child more effectively (7%) Helping my child cope with emotional issues (7%) 	<ul style="list-style-type: none"> Paying for car repairs (25%) Paying for car insurance (21%) Buying a dependable car (14%) 	<ul style="list-style-type: none"> Affordable dental insurance (23%) Affordable health insurance (20%) Finding dental care (19%)

English Survey Respondents: Child Care, Parenting, Transportation, Health, and Basic Needs (continued)

Location	N=	Basic Needs	Child Care and Development	Parenting and Family Support	Transportation	Health
60189 Wheaton	80	<ul style="list-style-type: none"> Personal care items like soap, diapers, toilet paper, etc. (34%) Paying utility bills (heating, electric, and/or water) (28%) Basic furniture, appliances, or house wares (26%) Clothing and shoes (26%) 	<ul style="list-style-type: none"> Paying for school supplies (14%) Finding affordable child care (11%) Paying school fees (11%) 	<ul style="list-style-type: none"> Learning how to set goals and plan for my family (16%) Disciplining my child more effectively (14%) Helping my child cope with emotional issues (14%) 	<ul style="list-style-type: none"> Paying for car repairs (21%) Paying for car insurance (21%) Paying car registration or license fees (18%) 	<ul style="list-style-type: none"> Affordable health insurance (28%) Affordable dental insurance (20%) Stress, depression, or anxiety (19%)
60181 Villa Park	65	<ul style="list-style-type: none"> Paying utility bills (heating, electric, and/or water) (28%) Personal care items like soap, diapers, toilet paper, etc. (26%) Clothing and shoes (26%) 	<ul style="list-style-type: none"> Paying for school or club activities (9%) Paying school fees (8%) 	<ul style="list-style-type: none"> Helping my child cope with emotional issues (18%) Learning how to set goals and plan for my family (8%) 	<ul style="list-style-type: none"> Buying a dependable car (17%) Reliable transportation to and from work (15%) Paying for car insurance (15%) 	<ul style="list-style-type: none"> Stress, depression, or anxiety (22%) Affordable health insurance (20%) Affordable dental insurance (18%)
60517 Woodridge	65	<ul style="list-style-type: none"> Paying utility bills (heating, electric, and/or water) 31% Personal care items like soap, diapers, toilet paper, etc. (28%) Basic furniture, appliances, or house wares (26%) 			<ul style="list-style-type: none"> Buying a dependable car (23%) Paying for car repairs (22%) Paying for car insurance (18%) 	<ul style="list-style-type: none"> Affordable health insurance (28%) Affordable dental insurance (22%) Stress, depression, or anxiety (18%)
60133 Hanover Park	63	<ul style="list-style-type: none"> Clothing and shoes (29%) Paying utility bills (heating, electric, and/or water) (29%) Personal care items like soap, diapers, toilet paper, etc. (25%) 		<ul style="list-style-type: none"> Learning how to set goals and plan for my family (16%) Disciplining my child more effectively (10%) Communicating with my teenage child (8%) 	<ul style="list-style-type: none"> Paying for car repairs (22%) Paying for car insurance (21%) Buying a dependable car (14%) 	<ul style="list-style-type: none"> Affordable dental insurance (17%) Affordable health insurance (16%) Finding dental care (16%)
60515 Downers Grove	57	<ul style="list-style-type: none"> Basic furniture, appliances, or housewares (28%) Clothing and shoes (26%) Personal care items like soap, diapers, toilet paper, etc. (18%) 	<ul style="list-style-type: none"> Finding child care in a convenient location (9%) Finding a before/after school program (9%) Paying for school fees (9%) Paying for school or club activities (9%) 	<ul style="list-style-type: none"> Disciplining my child more effectively (11%) Learning how to set goals and plan for my family (9%) 	<ul style="list-style-type: none"> Paying for car repairs (25%) Paying for car insurance (18%) Buying a dependable car (12%) Paying car registration or license fees (12%) 	<ul style="list-style-type: none"> Finding dental care (19%) Paying for regular dental check-ups (18%) Paying for medicine and prescriptions (18%)

English Survey Respondents: Child Care, Parenting, Transportation, Health, and Basic Needs (continued)

Location	N=	Basic Needs	Child Care and Development	Parenting and Family Support	Transportation	Health
60532 Lisle	52	<ul style="list-style-type: none"> • Clothing and shoes (23%) • Basic furniture, appliances, or house wares (21%) • Personal care items like soap, diapers, toilet paper, etc. (19%) 			<ul style="list-style-type: none"> • Getting to public transportation (13%) • Reliable transportation to and from work (12%) • Paying for car insurance (12%) 	<ul style="list-style-type: none"> • Affordable health insurance (23%) • Affordable dental insurance (21%) • Stress, depression, or anxiety (19%)
60555 Warrenville	48	<ul style="list-style-type: none"> • Paying utility bills (heating, electric, and/or water) (21%) • Personal care items like soap, diapers, toilet paper, etc. (19%) • Basic furniture, appliances, or house wares (15%) • Clothing and shoes (15%) 		<ul style="list-style-type: none"> • Learning how to set goals and plan for my family (13%) • Helping my child cope with emotional issues (10%) 	<ul style="list-style-type: none"> • Paying for car repairs (21%) • Buying a dependable car (17%) 	<ul style="list-style-type: none"> • Affordable health insurance (23%) • Stress, depression, or anxiety (21%) • Affordable dental insurance (19%)
60516 Downers Grove	46	<ul style="list-style-type: none"> • Paying utility bills (heating, electric and/or water) (20%) • Basic furniture, appliances, or house wares (17%) • Clothing and shoes (17%) 		<ul style="list-style-type: none"> • Helping my child cope with emotional issues (11%) 	<ul style="list-style-type: none"> • Paying for car repairs (20%) • Paying for car insurance (20%) • Getting to public transportation (17%) • Buying a dependable car (17%) 	<ul style="list-style-type: none"> • Affordable health insurance (30%) • Paying for medicine and prescriptions (28%) • Paying for glasses, hearing aids, wheelchairs, etc. (26%)
60565 Naperville	46	<ul style="list-style-type: none"> • Clothing and shoes (26%) • Personal care items like soap, diapers, toilet paper, etc. (24%) • Basic furniture, appliances, or house wares (22%) 	<ul style="list-style-type: none"> • Paying for school or club activities (20%) • Finding affordable child care (11%) 	<ul style="list-style-type: none"> • Helping my child cope with emotional issues (24%) • Learning how to set goals and plan for my family (15%) • Disciplining my child more effectively (11%) • Communicating with my teenage child (11%) 	<ul style="list-style-type: none"> • Paying for car insurance (15%) • Paying for car repairs (13%) • Buying a dependable car (11%) • Getting to and from medical or dental appointments (11%) 	<ul style="list-style-type: none"> • Affordable health insurance (28%) • Paying for glasses, hearing aids, wheelchairs, etc. (22%) • Affordable dental insurance (20%)
60103 Bartlett	45					<ul style="list-style-type: none"> • Affordable dental insurance (20%) • Affordable health insurance (18%) • Paying for glasses, hearing aids, wheelchairs, etc. (13%)

English Survey Respondents: Child Care, Parenting, Transportation, Health, and Basic Needs (continued)

Location	N=	Basic Needs	Child Care and Development	Parenting and Family Support	Transportation	Health
60527 Burr Ridge	41	<ul style="list-style-type: none"> • Paying utility bills (heating, electric, and/or water) (34%) • Personal care items like soap, diapers, toilet paper, etc. (29%) • Basic furniture, appliances, or house wares (24%) • Clothing and shoes (24%) 		<ul style="list-style-type: none"> • Learning how to set goals and plan for my family (12%) 	<ul style="list-style-type: none"> • Paying for car repairs (27%) • Paying for car insurance (17%) 	<ul style="list-style-type: none"> • Affordable dental insurance (24%) • Finding dental care (24%) • Affordable health insurance (20%)
60504 Aurora	38	<ul style="list-style-type: none"> • Personal care items like soap, diapers, toilet paper, etc. (29%) • Paying utility bills (heating, electric, and/or water) (29%) • Clothing and shoes (16%) 	<ul style="list-style-type: none"> • Paying for school or club activities (18%) 		<ul style="list-style-type: none"> • Paying for car repairs (16%) 	<ul style="list-style-type: none"> • Affordable dental insurance (26%) • Affordable health insurance (21%)
60561 Darien	33	<ul style="list-style-type: none"> • Clothing and shoes (24%) • Personal care items like soap, diapers, toilet paper, etc. (21%) • Paying utility bills (heating, electric, and/or water) (18%) 		<ul style="list-style-type: none"> • Helping my child cope with emotional issues (15%) 	<ul style="list-style-type: none"> • Paying for car repairs (18%) 	<ul style="list-style-type: none"> • Affordable dental insurance (27%) • Affordable health insurance (24%) • Finding dental care (18%) • Stress, depression, or anxiety (18%)
60126 Elmhurst	31	<ul style="list-style-type: none"> • Paying utility bills (heating, electric, and/or water) (26%) • Basic furniture, appliances, or house wares (19%) • Yard work or snow removal (19%) • House work or laundry (19%) 	<ul style="list-style-type: none"> • Paying for school or club activities (16%) 	<ul style="list-style-type: none"> • Learning to set goals and plan for my family (16%) 	<ul style="list-style-type: none"> • Paying for car repairs (29%) • Paying for car insurance (23%) • Buying a dependable car (16%) • Going shopping and doing errands (16%) 	<ul style="list-style-type: none"> • Affordable health insurance (23%) • Stress, depression, or anxiety (23%)

Spanish Survey Respondents: Employment, Education, Financial, Housing, and Food Needs

Location	N=	Employment Needs	Education Needs	Financial and/or Legal Needs	Housing Needs	Food & Nutrition Needs
60185 West Chicago	89	<ul style="list-style-type: none"> • Finding a full-time job (21%) • Getting appropriate clothing for my job (19%) • Training or education for the job that I want (16%) 	<ul style="list-style-type: none"> • Learning English (as a second language) (46%) • Improving communication or language skills (35%) • Getting a high school diploma or GED/HSED (30%) 	<ul style="list-style-type: none"> • Legal help with deportation or immigration issues (20%) • Budgeting and managing money (18%) • Understanding credit scores (13%) 	<ul style="list-style-type: none"> • Making my home more energy efficient (18%) • Finding affordable housing (17%) • Learning basic home repair/property maintenance skills (16%) 	<ul style="list-style-type: none"> • Learning how to shop and cook for healthy eating (46%) • Learning how to model healthy eating for my children (44%) • Getting food from food pantries (40%)
60101 Addison	46	<ul style="list-style-type: none"> • Finding a full-time job (24%) • Training or education for the job that I want (13%) 	<ul style="list-style-type: none"> • Learning English (as a second language) (52%) • Improving communication or language skills (35%) • Learning how to use a computer (22%) 	<ul style="list-style-type: none"> • Legal help with deportation or immigration issues (13%) 	<ul style="list-style-type: none"> • Finding affordable housing (15%) • Help with a down payment/closing costs to buy a home (15%) • Getting help with rent payments (13%) 	<ul style="list-style-type: none"> • Learning how to shop and cook for healthy eating (33%) • Getting more food for my money (22%) • Learning how to model healthy eating for my children (22%)
60106 Bensenville	39	<ul style="list-style-type: none"> • Finding a full-time job (18%) • Training or education for the job that I want (13%) • Getting appropriate clothing for my job (13%) 	<ul style="list-style-type: none"> • Improving communication or language skills (36%) • Learning English (as a second language) (31%) • Learning how to use a computer (18%) 		<ul style="list-style-type: none"> • Finding affordable housing (15%) • Help with a down payment/closing costs to buy a home (15%) • Getting help with rent payments (15%) 	<ul style="list-style-type: none"> • Getting food from food pantries (49%) • Learning how to shop and cook for healthy eating (18%) • Getting more food for my money (15%) • Learning how to model healthy eating for my children (15%)

Spanish Survey Respondents: Child Care, Parenting, Transportation, Health and Basic Needs

Location	N=	Basic Needs	Child Care and Development	Parenting and Family Support	Transportation	Health
60185 West Chicago	89	<ul style="list-style-type: none"> • Personal care items like soap, diapers, toilet paper, etc. (48%) • Basic furniture, appliances, or house wares (37%) • Clothing and shoes (37%) 	<ul style="list-style-type: none"> • Finding a before/after school program (17%) • Finding child care in a convenient location (11%) • Paying school fees (11%) 	<ul style="list-style-type: none"> • Helping my child cope with emotional issues (28%) • Disciplining my child more effectively (21%) • Talking to my child about drugs (20%) 	<ul style="list-style-type: none"> • Paying for car insurance (16%) • Getting to public transportation (12%) • Reliable transportation to and from work (12%) • Paying for car repairs (12%) 	<ul style="list-style-type: none"> • Affordable health insurance (36%) • Affordable dental insurance (36%) • Finding dental care (27%)
60101 Addison	46	<ul style="list-style-type: none"> • Basic furniture, appliances, or house wares (22%) • Personal care items like soap, diapers, toilet paper, etc. (20%) • Getting access to the internet (20%) 	<ul style="list-style-type: none"> • Finding child care in a convenient location (11%) 	<ul style="list-style-type: none"> • Talking to my child about drugs (13%) • Disciplining my child more effectively (11%) 	<ul style="list-style-type: none"> • Getting to public transportation (13%) 	<ul style="list-style-type: none"> • Affordable dental insurance (33%) • Affordable health insurance (30%) • Finding dental care (20%)
60106 Bensenville	39	<ul style="list-style-type: none"> • Personal care items like soap, diapers, toilet paper, etc. (33%) • Basic furniture, appliances, or house wares (23%) • Clothing and shoes (23%) 	<ul style="list-style-type: none"> • Finding child care in a convenient location (13%) 	<ul style="list-style-type: none"> • Communicating with my teenage child (18%) • Disciplining my child more effectively (15%) • Helping my child cope with emotional issues (13%) 	<ul style="list-style-type: none"> • Getting to public transportation (18%) • Paying for car repairs (18%) 	<ul style="list-style-type: none"> • Affordable health insurance (44%) • Affordable dental insurance (36%) • Paying for regular medical check-ups (21%)

2018 Community Stakeholder Survey

INSTRUCTIONS:

Please answer each question by checking the appropriate box or boxes. If a question does not apply to you, please leave it blank. "Community" is defined as the neighborhood and/or city in which you live.

1. What city do you live in? _____
2. What community stakeholder group do you belong to? select the one that best describes your group:
 Government Education service organization Law Enforcement other/resident
 DuPage County Community Services staff health care provider public/private housing judicial
 Board Member faith based neighborhood association private business
3. Are there full-time living wage employment (\$15 per hour or higher) opportunities available in your community?
 there are an insufficient number of opportunities there are a sufficient number of opportunities
 there are an excessive number of opportunities there are not any opportunities unsure
4. Why do you believe people have problems getting or keeping a full-time living wage job? select all that apply:
 jobs are not available physical or mental disabilities need better communication, people/customer job skills
 language barriers need better technical job skills health issues need child care
 lack of education transportation substance abuse issues other
5. Are child care programs with traditional hours (during the day, Monday through Friday) for low-income families available in your community?
 there are an insufficient number available there are a sufficient number available
 there are an excessive number available there are not any available unsure
6. Are child care programs with non-traditional hours (evenings, nights, and weekends) for low-income families available in your community?
 there are an insufficient number available there are a sufficient number available
 there are an excessive number available there are not any available unsure
7. Are pre-school programs (including Head Start) for low-income families available in your community?
 there are an insufficient number available there are a sufficient number available
 there are an excessive number available there are not any available unsure
8. Are affordable child and youth (ages 5 to 17) activities or after school programs available in your community?
 there are an insufficient number available there are a sufficient number available
 there are an excessive number available there are not any available unsure
9. In your community, in which areas do you believe youth (ages 12 to 17) need information, education, guidance, and/or assistance? select all that apply:
 after school supervision school attendance birth control affordable school/community activities
 learning disabilities behavior disorders tutoring mentoring/leadership/volunteering
 finding employment gang participation obesity sexually transmitted diseases
 substance abuse/tobacco teen parenting mental health physical health and dental issues none apply
10. Do you believe the schools in your community meet the education needs of the children they serve?
 In all cases in most cases in some cases in a few cases not at all unsure
11. Are there adequate levels of non-medical emergency services available in your community? YES NO unsure
12. Are there adequate levels of affordable housing available for low-income people in the community? YES NO unsure
13. Are there a sufficient number of emergency shelters available in your community? YES NO unsure
14. Are there adequate levels of medical services available for low-income people in your community? YES NO unsure
15. Are there adequate levels of dental services available for low-income people in your community? YES NO unsure
16. Are wellness programs (nutrition, exercise, etc.) available for low-income people in your community? YES NO unsure

17. Are there adequate levels of emergency food or food assistance available for low-income people in the community?
 YES NO unsure
18. Are there adequate levels of public transportation options (taxis, buses, train, etc.) available in your community?
 YES NO unsure
19. Are the homes in your community in good repair? most are some are few are none are unsure
20. Which of the following issues do you believe are the greatest challenges low-income families and individuals are currently facing? select all that apply:
- | | | | | |
|--|---|--|---|--|
| <input type="checkbox"/> education | <input type="checkbox"/> child care | <input type="checkbox"/> living wage employment | <input type="checkbox"/> mental health services | |
| <input type="checkbox"/> job training | <input type="checkbox"/> teen pregnancy | <input type="checkbox"/> family/child abuse | <input type="checkbox"/> medical care access | |
| <input type="checkbox"/> housing | <input type="checkbox"/> substance abuse | <input type="checkbox"/> language barriers | <input type="checkbox"/> dental care access | |
| <input type="checkbox"/> budgeting | <input type="checkbox"/> transportation | <input type="checkbox"/> health food selection | <input type="checkbox"/> health care costs | |
| <input type="checkbox"/> parenting | <input type="checkbox"/> family violence | <input type="checkbox"/> special needs children | <input type="checkbox"/> credit card debt | <input type="checkbox"/> child support |
| <input type="checkbox"/> chronic illness | <input type="checkbox"/> energy/utility costs | <input type="checkbox"/> financial literacy/planning | <input type="checkbox"/> legal issues/services | <input type="checkbox"/> none apply |
21. Which of the following areas do you believe low-income families and individuals need assistance with in order to achieve or maintain self-sufficiency? select all that apply:
- | | | | |
|---------------------------------------|--|--|---|
| <input type="checkbox"/> employment | <input type="checkbox"/> mental health | <input type="checkbox"/> substance abuse treatment | <input type="checkbox"/> medical care |
| <input type="checkbox"/> job training | <input type="checkbox"/> literacy | <input type="checkbox"/> financial literacy/planning | <input type="checkbox"/> family/child abuse |
| <input type="checkbox"/> housing | <input type="checkbox"/> transportation | <input type="checkbox"/> energy/utility costs | <input type="checkbox"/> language barriers |
| <input type="checkbox"/> child care | <input type="checkbox"/> legal issues/services | <input type="checkbox"/> family planning | <input type="checkbox"/> none apply |
22. Which of the following areas do you believe the elderly (seniors) in your community need assistance with in order to remain in their home? select all that apply:
- | | | | |
|---|---|---|---|
| <input type="checkbox"/> housework | <input type="checkbox"/> yard work/snow removal | <input type="checkbox"/> home repairs | <input type="checkbox"/> energy/utility costs |
| <input type="checkbox"/> managing medications | <input type="checkbox"/> grocery shopping | <input type="checkbox"/> preparing meals | <input type="checkbox"/> laundry |
| <input type="checkbox"/> financial assistance | <input type="checkbox"/> tax preparation/legal issues | <input type="checkbox"/> access to transportation | <input type="checkbox"/> none apply |
23. Of the following, which of these do you believe low-income families and individuals need information, education, guidance, and/or assistance:
- | | | | |
|---|------------------------------|-----------------------------|---------------------------------|
| checking and savings accounts..... | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> unsure |
| credit card debt | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> unsure |
| credit repair..... | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> unsure |
| payday loans..... | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> unsure |
| car <u>title</u> loans (not a car purchase loan)..... | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> unsure |
| budgeting or money management issues | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> unsure |
| filing tax returns (Earned Income Tax Credit) | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> unsure |
| obtaining loans | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> unsure |
| property tax exemptions..... | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> unsure |
| rent reimbursement claims..... | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> unsure |
| home energy/utility cost issues | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> unsure |
| landlord/tenant issues | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> unsure |
| housing discrimination | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> unsure |
24. On a scale of 1 to 5 (1=poor/poorly, 3=fine/adequate, and 5=excellent), please rate the following:
- How would you rate your relationship with DuPage County Community Services?
 1 2 3 4 5 no relationship
- How well is DuPage County Community Services meeting the needs of low-income families and individuals?
 1 2 3 4 5 unsure
25. What do you believe causes poverty? [please provide answer on separate sheet]
26. What community improvement initiative would you like your community to address? [please provide answer on separate sheet]
27. If you had \$1,000,000 to solve a community issue, what would you solve? [please provide answer on separate sheet]

Appendix IV

Stakeholder Survey Distribution List

- Addison Chamber of Commerce
- Addison Early Childhood Collaborative
- Bartlett Chamber of Commerce
- Behavioral Health Collaborative
- Bensenville Early Childhood Collaborative
- Birth to 5 Community Coalition
- Bloomingdale Chamber of Commerce
- Carol Stream Chamber of Commerce
- Catholic Charities Community Connections
- Chamber630
- Community Services Block Grant Advisory Board
- Darien Chamber of Commerce
- DuPage Association for the Education of Young Children
- DuPage Chiefs of Police Association
- DuPage County Continuum of Care
- DuPage Mayors and Managers Conference
- DuPage Youth Services Coalition
- Elmhurst Chamber of Commerce
- Glen Ellyn Chamber of Commerce
- Glendale Heights Youth Commission
- Healthy Lombard
- Hinsdale Chamber of Commerce
- Housing Partners
- Impact DuPage Newsletter
- Judicial Partners
- Latino Service Provider Network
- Lemont Area Chamber of Commerce
- Lisle Chamber of Commerce
- Lombard Chamber of Commerce
- Naperville Area Chamber of Commerce
- Roselle Chamber of Commerce & Industry
- St. Charles Chamber of Commerce
- Streamwood Chamber of Commerce
- The Power of Choice
- Township Offices
- Villa Park Chamber of Commerce
- WeGo Together for Kids
- Western DuPage Chamber of Commerce
- Westmont Chamber of Commerce
- Wheaton Chamber of Commerce
- Wheaton Glen Ellyn Childcare Association Members
- Wheaton/Warrenville Early Childhood Collaborative

Appendix V



Community Action Partnership

Population Profile

Population Change

Population change within DuPage County from 2000-2016 is shown below. During the fourteen-year period, total population estimates for the report area grew by 2.9 percent, increasing from 904,161 persons in 2000 to 930,514 persons in 2016.

Report Area	Total Population, 2016 ACS	Total Population, 2000 Census	Population Change from 2000-2016 Census/ACS	Percent Change from 2000-2016 Census/ACS
DuPage County	930,514	904,161	26,353	2.9%
Illinois	12,851,684	12,419,293	432,391	3.5%
United States	318,558,162	281,421,906	37,136,256	13.2%

Data Source: US Census Bureau, American Community Survey. US Census Bureau, Decennial Census. 2012-16. Source geography: County

Demographic Changes 2000-2016

Demographic changes in DuPage County show that between 2000 and 2016, the population of individuals aged 65 and over grew by 41.5 percent. All races except for White and Other increased significantly within this time period, while the Hispanic population grew by 59.7 percent.

DuPage County Population	2000	Percent of Population 2000	2016	Percent of Population 2016	Percent Change 2000-2016
Age 0-4	65,849	7.3%	55,313	5.9%	-16.0%
Age 5-17	175,983	19.5%	163,458	17.6%	-7.1%
Age 18-64	573,535	63.4%	586,881	63.1%	+2.3%
Age 64+	88,794	9.8%	124,862	13.4%	+40.6%
White	759,924	84.0%	734,032	78.9%	-3.4%
Black	27,600	3.1%	43,791	4.7%	+58.7%
Asian	71,252	7.9%	103,084	11.1%	+44.7%
American Indian	*		1,972	0.2%	N/A
Native Hawaiian/Pacific Islander	217	0.0%	336	0%	+54.8%
Two or More Races	15,482	1.7%	23,503	2.5%	+51.8%
Other	28,166	3.1%	23,796	2.6%	-15.5%

Non-Hispanic	822,795	91.0%	800,550	86.0%	-2.7%
Hispanic	81,366	9.0%	129,964	14.0%	59.7%

*No sample observations of this race in this year or too few observations to compute a margin of error.
 Data Source: US Census Bureau, American Community Survey. US Census Bureau, Decennial Census. 2012-16.

Age and Gender Demographics

Population by gender within DuPage County is shown below. According to ACS 2012-2016 5 year population estimates for the report area, the female population comprised 51.0% of DuPage County, while the male population represented 49.0%.

Report Area	0 to 4 Male	0 to 4 Female	5 to 17 Male	5 to 17 Female	18 to 64 Male	18 to 64 Female	Over 64 Male	Over 64 Female
DuPage County, IL	28,085	27,228	83,483	79,975	290,532	296,349	54,261	70,601
Illinois	403,373	386,832	1,122,203	1,078,221	4,017,155	4,059,803	767,729	1,016,368
United States	10,154,024	9,712,936	27,455,869	26,289,609	98,851,301	999,913,791	20,304,128	25,876,504

Data Source: US Census Bureau, American Community Survey. 2012-16. Source geography: County

The below map shows the median age of DuPage County residents by municipality.

Race and Ethnicity Demographics

Population by gender within DuPage County is shown below. According to ACS 2012-2016 5 year population estimates, the white population comprised 78.9% of DuPage County, black population represented 4.7%, and other races combined were 13.9%. Persons identifying themselves as mixed race made up 2.5% of the population.

Report Area	White Total	Black Total	American Indian/ Alaska Native Total	Asian Total	Native Hawaiian/ Pacific Islander Total	Two or More Races	Other
DuPage County, IL	734,032	43,791	1,972	103,084	336	23,503	23,796
Illinois	9,270,907	1,837,612	29,399	655,799	4,186	300,222	753,559
United States	233,657,078	40,241,818	2,597,817	16,614,625	560,021	9,752,947	15,133,856

Data Source: US Census Bureau, American Community Survey. 2012-16. Source geography: County

Report Area	Total Hispanic/Latino	Total Non-Hispanic/Latino	Percent Hispanic/Latino	Percent Non-Hispanic/Latino
DuPage County, IL	129,964	800,550	14.0%	86.0%
Illinois	2,136,474	10,715,210	16.6%	83.4%
United States	55,199,107	263,359,055	17.3%	82.7%

Data Source: US Census Bureau, American Community Survey. 2012-16.

Race Demographics – Male

Report Area	White	Black	American Indian/ Alaska Native	Asian	Native Hawaiian/ Pacific Islander	Some Other Race	Two or More Races
DuPage County, IL	360,498	20,289	1,013	49,994	191	12,657	11,719
Illinois	4,575,085	863,538	14,886	316,062	2,313	390,049	148,527
United States	115,461,098	19,220,550	1,288,198	7,882,217	279,671	7,770,640	4,862,948

Data Source: US Census Bureau, American Community Survey. 2012-16.

Ethnicity Demographics - Male

Report Area	Total Males Hispanic/Latino	Total Males Not Hispanic/Latino	Percent of Males who are Hispanic/Latino	Percent of Males who are Not Hispanic/Latino
DuPage County, IL	66,725	389,636	14.6%	85.4%
Illinois	1,095,509	5,214,951	17.4%	82.6%
United States	27,904,147	128,861,175	17.8%	82.2%

Data Source: US Census Bureau, American Community Survey. 2012-16.

Race Demographics – Female

Report Area	White	Black	American Indian	Asian	Native Hawaiian/Pacific Islander	Some Other Race	Two or More Races
DuPage County, IL	373,534	23,502	959	53,090	145	11,139	11,784
Illinois	4,695,822	974,074	14,513	339,737	1,873	363,510	151,695
United States	118,195,980	21,021,268	1,309,619	8,732,408	280,350	7,363,216	4,889,999

Data Source: US Census Bureau, American Community Survey. 2012-16.

Ethnicity Demographics - Female

Report Area	Total Females Hispanic/Latino	Total Females Not Hispanic/Latino	Percent of Females who are Hispanic/Latino	Percent of Females who are Not Hispanic/Latino
DuPage County, IL	63,239	410,914	13.3%	86.7%
Illinois	1,040,965	5,500,259	15.9%	84.1%
United States	27,294,960	134,497,880	16.9%	83.1%

Data Source: US Census Bureau, American Community Survey. 2012-16.

Veterans, Age and Gender Demographics

Veterans, Age and Gender Demographics show the number of veterans living in the report area. According to the American Community Survey (ACS), 5.2% of the adult population in DuPage County are veterans, which is less than the national average of 8.0%.

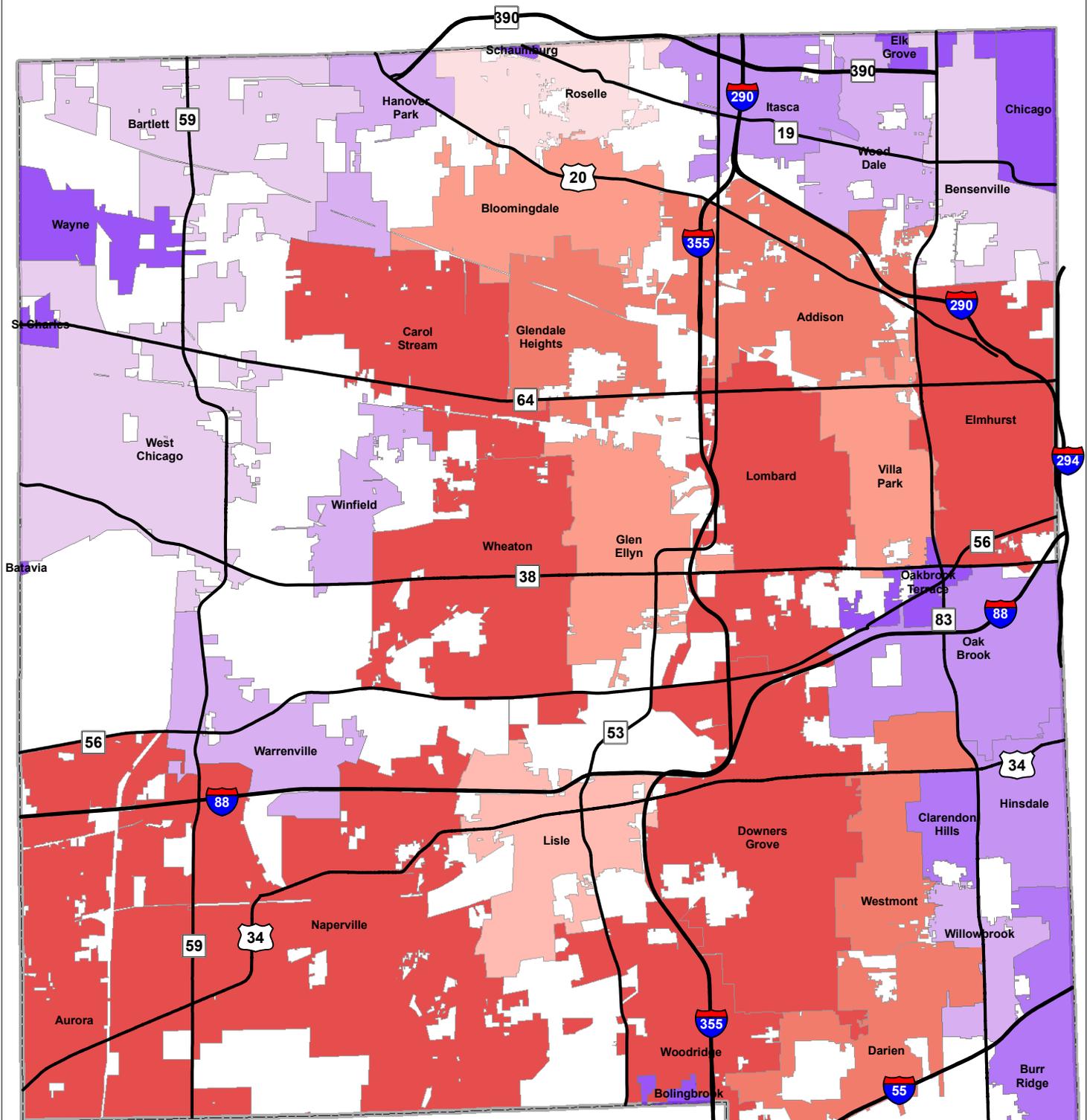
Report Area	Veterans Total	Veterans Male	Veterans Female	% Pop Over 18 Total	% Pop Over 18 Males	% Pop Over 18 Females
DuPage County, IL	37,131	35,104	2,027	5.2%	10.2%	0.6%
Illinois	643,460	601,286	42,174	6.5%	12.6%	0.8%
United States	19,535,341	17,948,822	1,586,519	8.0%	15.2%	1.3%

Data Source: US Census Bureau, American Community Survey. 2012-16. Source geography: County

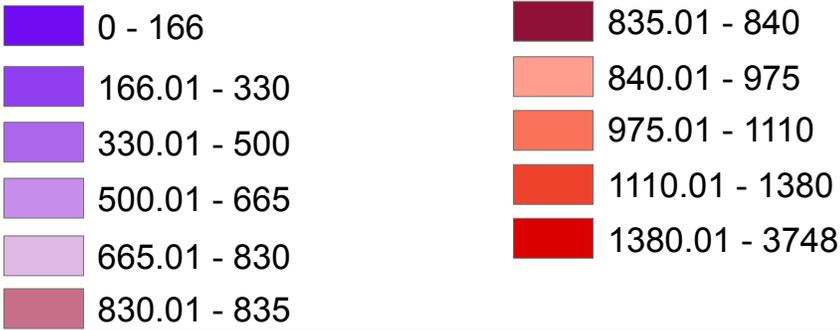
The below map shows the total number of veterans in DuPage County by municipality.



18+ Veteran Populations



ACS Age 18+ Veterans



Veterans by Age

Report Area	Veterans Males Age 18-34	Veteran Females Age 18-34	Veteran Males Age 35-54	Veteran Females Age 35-54	Veteran Males Age 55-64	Veteran Females Age 55-64	Veteran Males Age Over 65	Veteran Females Age Over 65
DuPage County, IL	1,986	461	6,118	816	5,955	290	21,045	460
Illinois	43,559	8,489	124,329	17,590	109,801	8,265	323,597	7,830
United States	1,366,074	313,688	4,027,254	673,532	3,464,291	320,832	9,091,203	278,467

Data Source: US Census Bureau, American Community Survey. 2012-16. Source geography: County

Poverty

The following report section shows population estimates for all persons in poverty for report area. According to the American Community Survey 5 year estimates, an average of 7.0 percent of all persons lived in a state of poverty during the 2012 - 2016 period. The poverty rate for all persons living in the report area is less than the national average of 15.1 percent. In 2016, the federal poverty level for individuals was \$12,060, and \$24,600 for a family of four (United States Department of Health and Human Services).

Population in Poverty

Report Area	Total Population	Population in Poverty	Percent Population in Poverty
DuPage County, IL	917,734	64,677	7.0%
Illinois	12,548,538	1,753,731	14.0%
United States	310,629,645	46,932,225	15.1%

Data Source: US Census Bureau, American Community Survey. 2012-16. Source geography: Tract

Households in Poverty

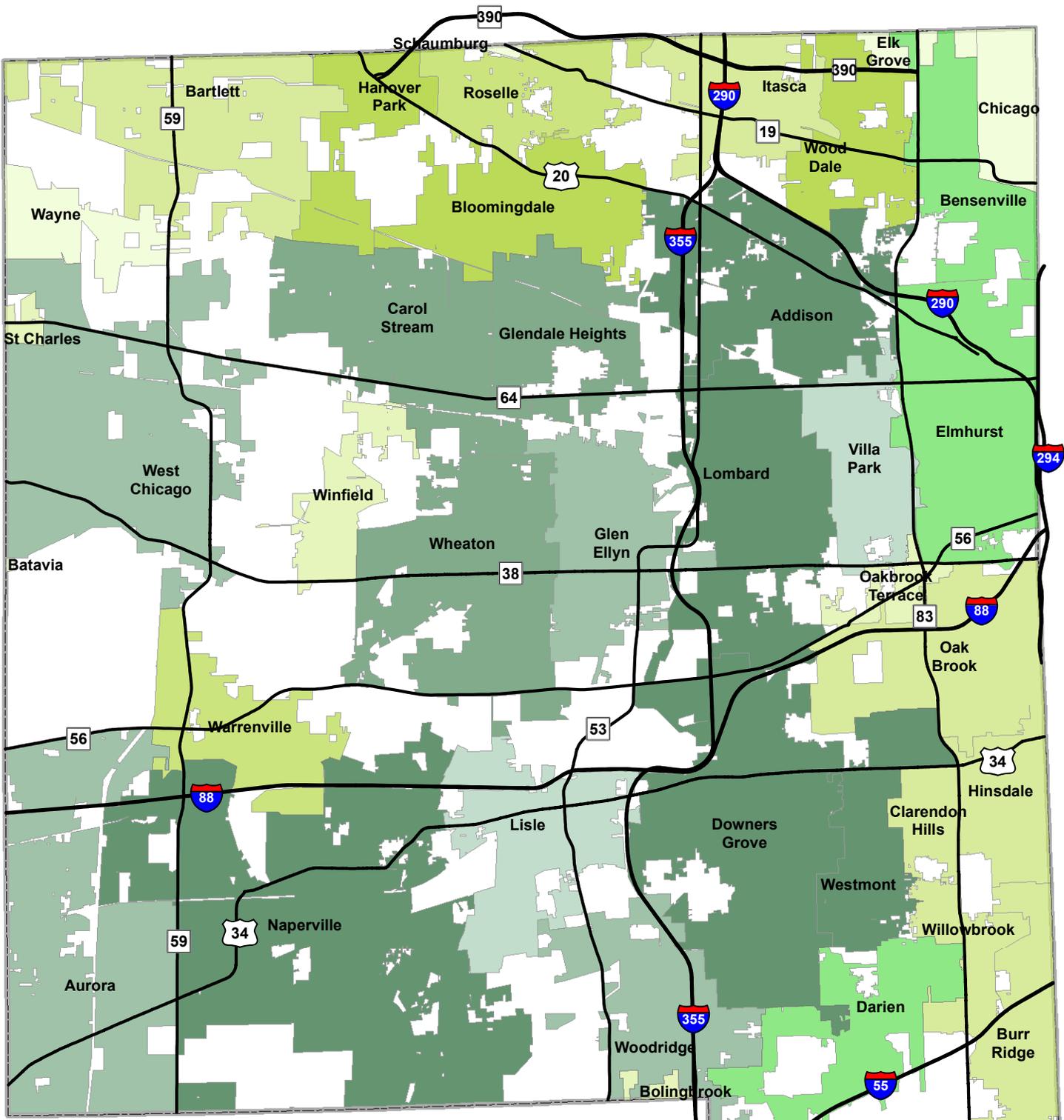
Report Area	Total Households	Households in Poverty	Percent of Households in Poverty
DuPage County, IL	338,987	24,170	7.1%
Illinois	4,802,124	639,989	13.3%
United States	117,716,237	16,652,240	14.2%

Data Source: US Census Bureau, American Community Survey. 2012-16. Source geography: County

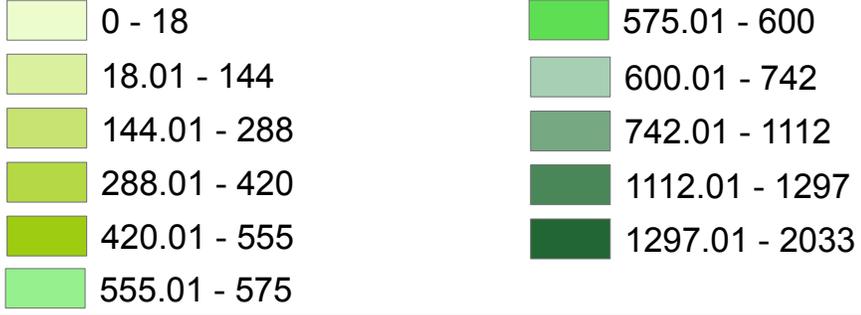
The below maps show the total number of households, by municipality, in DuPage County that are living below 100% of the federal poverty level and the percent of individuals, by municipality, living in below 100% of the federal poverty level.



ACS Below Poverty Level

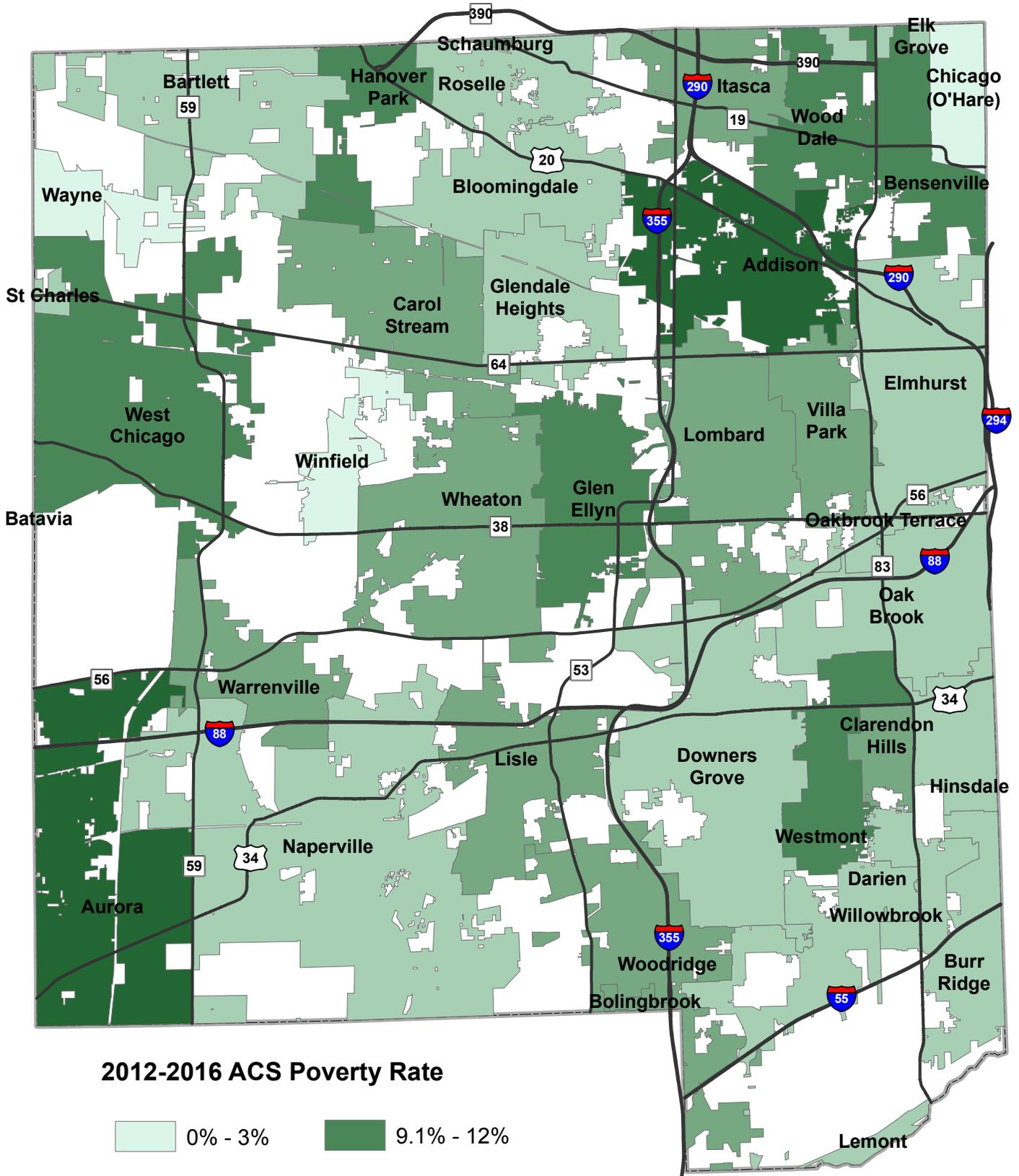


ACS HHs: Below Poverty Level





2012-2016 Poverty Rate



2012-2016 ACS Poverty Rate



Poverty Rate Change

Poverty rate change in the report area from 2000 to 2016 is shown below. According to the U.S. Census, the poverty rate for the area increased by 3.2%, compared to a national increase of 3.8%.

Report Area	Persons in Poverty 2000	Poverty Rate 2000	Persons in Poverty 2016	Poverty Rate 2016	Change in Poverty Rate 2000-2016
DuPage County, IL	34,241	3.8%	64,677	7.0%	3.2%
Illinois	2,455,770	10.0%	1,753,731	14.0%	4.0%
United States	31,581,086	11.3%	46,932,225	15.1%	3.8%

Data Source: US Census Bureau, American Community Survey. US Census Bureau, Decennial Census. 2012-16.

Population in Poverty by Gender

The percent of females living in poverty (7.8%) residing in DuPage County is slightly higher than the percent males in poverty (6.2%) residing in DuPage County.

Report Area	Total Male in Poverty	Total Female in Poverty	Percent Male in Poverty	Percent Female in Poverty
DuPage County, IL	28,159	36,518	6.2%	7.8%
Illinois	778,721	975,010	12.7%	15.2%
United States	21,012,839	25,919,386	13.8%	16.3%

Data Source: US Census Bureau, American Community Survey. 2012-16.

Population in Poverty by Ethnicity Alone

In DuPage County, the percent of Hispanics or Latinos living in poverty (13.7%) is more than double the percent of non-Hispanics or Latinos living in poverty (6.0%).

Report Area	Total Hispanic/Latino in Poverty	Total Non Hispanic/Latino in Poverty	Percent Hispanic/Latino in Poverty	Percent Non Hispanic or Latino in Poverty
DuPage County, IL	17,668	47,009	13.7%	6.0%
Illinois	411,749	1,341,982	19.6%	12.9%
United States	12,653,597	34,278,628	23.4%	13.4%

Data Source: US Census Bureau, American Community Survey. 2012-16.

Population in Poverty Race Alone, Percent

In DuPage County, Black or African Americans and Native Hawaiian/Pacific Islanders have the highest rates of poverty when compared to other races.

Report Area	White	Black or African American	Native American/ Alaska Native	Asian	Native Hawaiian/ Pacific Islander	Some Other Race	Two or more races
DuPage County, IL	5.7%	21.4%	13.2%	7.1%	22.9%	16.8%	10.5%
Illinois	10.3%	29.7%	21.1%	11.8%	12.6%	21.2%	18.4%
United States	12.4%	26.2%	27.6%	12.3%	20.1%	25.4%	19.3%

Data Source: US Census Bureau, American Community Survey. 2012-16.

Population in Poverty Race Alone, Total

Report Area	White	Black or African American	Native American/ Alaska Native	Asian	Native Hawaiian/ Pacific Islander	Some Other Race	Two or more races
DuPage County, IL	41,535	9,215	259	7,207	77	3,986	2,398
Illinois	937,195	522,577	6,067	75,733	506	158,066	53,587
United States	28,424,685	10,111,248	692,998	2,009,019	108,956	3,765,448	1,819,871

Data Source: US Census Bureau, American Community Survey. 2012-16.

Families in Poverty by Family Type

Families in Poverty by Family Type - Total

Report Area	Total Families	Families in Poverty Total	Families in Poverty Married Couples	Families in Poverty Male Householder	Families in Poverty Female Householder
DuPage County, IL	238,201	11,943	5,532	948	5,463
Illinois	3,122,597	317,686	106,532	33,704	177,450
United States	77,608,829	8,543,087	3,104,359	914,985	4,523,743

Data Source: US Census Bureau, American Community Survey. 2012-16.

Family Poverty Rate by Family Type

The percentage of households in poverty by household type are shown for the report area. It is estimated that 5% of all households were living in poverty within the report area, compared to the national average of 11%. Of the households in poverty, female headed households represented 45.7% of all households in poverty, compared to 46.3% and 7.9% of households headed by males and married couples, respectively.

Report Area	Poverty Rate All Types	Poverty Married Couples	Poverty Male Householder	Poverty Female Householder
DuPage County, IL	5%	46.3%	7.9%	45.7%
Illinois	10.2%	33.5%	10.6%	55.9%
United States	11%	36.3%	10.7%	53%

Data Source: US Census Bureau, American Community Survey. 2012-16.

Poverty (Age 0 to 17)

Children in Poverty by Gender: Age 0 – 17

Report Area	Male Children in Poverty	Female Children in Poverty	Percent of Male Children in Poverty	Percent of Female Children in Poverty
DuPage County, IL	9,938	10,757	9.0%	10.1%
Illinois	291,010	285,149	19.4%	19.7%
United States	7,788,380	7,547,403	21.1%	21.3%

Data Source: US Census Bureau, American Community Survey. 2012-16.

Children in Poverty by Ethnicity Alone: Age 0 – 17

The percent of children in poverty by ethnicity are shown below. Of the total Hispanic or Latino children in DuPage County, 18.3 percent are living in poverty, as compared to 7.2 percent of non-Hispanic or Latino children.

Report Area	Hispanic or Latino in Poverty	Not Hispanic or Latino in Poverty	Percent of Hispanic or Latino Children in Poverty	Percent of Not Hispanic or Latino Children in Poverty
DuPage County, IL	8,314	12,381	18.3%	7.2%
Illinois	190,445	385,714	26.7%	17.3%
United States	5,525,267	9,810,516	31.3%	17.9%

Data Source: US Census Bureau, American Community Survey. 2012-16.

Children in Poverty by Race Alone, Percent: Age 0 – 17

Of the children in DuPage County, Black or African Americans, Native American/Alaska Native, Native Hawaiian/Pacific Islanders, and individuals who identified as some other race had the highest rates of poverty when compared to other races.

Report Area	Non-Hispanic White	Black or African American	Native American/ Alaska Native	Asian	Native Hawaiian/ Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	4.4%	31.9%	20.8%	8.2%	13.2%	22.2%	12.5%
Illinois	10.4%	41.7%	25.2%	11%	16.6%	29.8%	20.8%
United States	12.7%	37.4%	35.2%	12.5%	26.8%	34.6%	21.6%

Data Source: US Census Bureau, American Community Survey. 2012-16.

Children in Poverty by Race Alone, Total: Age 0 – 17

Report Area	Non-Hispanic White	Black or African American	Native American/ Alaska Native	Asian	Native Hawaiian/ Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	5,596	3,878	116	1,986	12	1,664	1,423
Illinois	158,481	192,946	1,772	15,027	132	71,747	30,775
United States	4,769,712	3,819,940	246,820	425,824	38,963	1,574,212	962,043

Data Source: US Census Bureau, American Community Survey. 2012-16.

Child Poverty Rate Change: Ages 0 – 4

Population and poverty estimates for children age 0-4 are shown for the report area. According to the American Community Survey 5 year data, an average of 10.1 percent of children lived in a state of poverty during the survey calendar year. The poverty rate for children living in the report area is less than the national average of 23.6 percent.

Report Area	Ages 0-4 Population	Ages 0-4 in Poverty	Ages 0-4 Poverty Rate
DuPage County, IL	54,824	5,563	10.1%
Illinois	777,999	169,063	21.7%
United States	19,554,400	4,614,933	23.6%

Data Source: US Census Bureau, American Community Survey. 2012-16. Source geography: County

Children in Poverty by Gender: Age 0 – 4

Report Area	Male	Female	Percent Male	Percent Female
DuPage County, IL	2,826	2,737	10.1%	10.2%
Illinois	85,961	83,102	21.6%	21.8%
United States	2,349,027	2,265,906	23.5%	23.7%

Data Source: US Census Bureau, American Community Survey. 2012-16.

Children in Poverty by Ethnicity Alone: Age 0 – 4

Of the total Hispanic or Latino children aged 0-4 in DuPage County, 22.4 percent are living in poverty, as compared to 6.6 percent of non-Hispanic or Latino children.

Report Area	Hispanic or Latino Children 0-4 in Poverty	Not Hispanic or Latino Children 0-4 in Poverty	Percent of Hispanic or Latino Children 0-4 in Poverty	Percent Not Hispanic or Latino Children 0-4 in Poverty
DuPage County, IL	2,738	2,825	22.4%	6.6%
Illinois	55,095	113,968	28.7%	19.4%
United States	1,683,545	2,931,388	33.4%	20.2%

Data Source: US Census Bureau, American Community Survey. 2012-16.

Children in Poverty by Race Alone, Percent: Age 0 – 4

Approximately 24 percent of black or African American children age 0 to 4 in DuPage County are in poverty, followed by 22.0 percent of children age 0 to 4 identifying as some other race.

Report Area	Non-Hispanic White	Black or African American	Native American/ Alaska Native	Asian	Native Hawaiian/ Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	4.9%	24.4%	0%	8.0%	0%	22.0%	8.0%
Illinois	11.7%	47.2%	22.6%	10.8%	25.3%	31.4%	22.9%
United States	14.4%	42.2%	40.2%	12.1%	28.5%	36.8%	23.8%

Data Source: US Census Bureau, American Community Survey. 2012-16.

Children in Poverty by Race Alone, Total: Age 0 – 4

Report Area	Non-Hispanic White	Black or African American	Native American/ Alaska Native	Asian	Native Hawaiian/ Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	1,493	658	0	529	0	325	273
Illinois	46,301	56,892	350	4,067	65	19,304	11,001
United States	1,401,761	1,155,022	72,736	109,909	11,309	464,274	342,157

Data Source: US Census Bureau, American Community Survey. 2012-16.

Child Poverty Rate Ages 5- 17

Population and poverty estimates for children age 5-17 are shown for the report area. According to the American Community Survey 5 year data, an average of 9.3% percent of children lived in a state of poverty during the survey calendar year. The poverty rate for children living in the report area is less than the national average of 20.3 percent.

Report Area	Ages 5 – 17 Total Population	Ages 5 – 17 In Poverty	Ages 5 – 17 Poverty Rate
DuPage County, IL	162,171	15,132	9.3%
Illinois	2,169,193	407,096	18.8%
United States	52,901,696	10,720,850	20.3%

Data Source: US Census Bureau, American Community Survey. 2012-16. Source geography: County

Children in Poverty by Gender: Age 5 – 17

Report Area	Male	Female	Percent of Males Age 5-17 in Poverty	Percent of Females Age 5-17 in Poverty
DuPage County, IL	7,112	8,020	8.6%	10.1%
Illinois	205,049	202,047	18.6%	19.0%
United States	5,439,353	5,281,497	20.1%	20.4%

Data Source: US Census Bureau, American Community Survey. 2012-16.

Children in Poverty by Ethnicity Alone: Age 5 – 17

Of the total Hispanic or Latino children aged 5-17 in DuPage County, 16.8 percent are living in poverty, as compared to 7.4 percent of non-Hispanic or Latino children.

Report Area	Hispanic or Latino	Not Hispanic or Latino	Percent of Hispanic or Latino Children Age 5-17 in Poverty	Percent of Not Hispanic or Latino Children Age 5-17 in Poverty
DuPage County, IL	5,576	9,556	16.8%	7.4%
Illinois	135,350	271,746	26.0%	16.5%
United States	3,841,722	6,879,128	30.4%	17.1%

Data Source: US Census Bureau, American Community Survey. 2012-16.

Children in Poverty by Race Alone, Percent: Age 5 – 17

Of the children aged 5-17 in poverty in DuPage County, Black or African Americans, Native Hawaiian/Pacific Islanders, and individuals who identified as some other race had the highest rates of poverty when compared to other races.

Report Area	Non-Hispanic White	Black or African American	Native American/ Alaska Native	Asian	Native Hawaiian/ Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	4.3%	34.0%	26.2%	8.3%	15.8%	22.3%	14.4%
Illinois	9.9%	39.7%	25.9%	11.1%	12.4%	29.3%	19.8%
United States	12.1%	35.7%	33.5%	12.7%	26.1%	33.8%	20.6%

Data Source: US Census Bureau, American Community Survey. 2012-16.

Children in Poverty by Race Alone, Total: Age 5 – 17

Report Area	Non-Hispanic White	Black or African American	Native American/ Alaska Native	Asian	Native Hawaiian/ Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	4,103	3,220	116	1,457	12	1,339	1,150
Illinois	112,180	136,054	1,422	10,960	67	52,443	19,774
United States	3,367,951	2,664,938	174,084	315,915	27,654	1,109,938	619,886

Data Source: US Census Bureau, American Community Survey. 2012-16.

Seniors in Poverty

Poverty rates for seniors (persons age 65 and over) are shown below. According to American Community Survey estimates, there were 6,664 seniors, or 5.5% percent, living in poverty within the report area.

Report Area	Ages 65 and Up Total Population	Ages 65 and Up In Poverty	Ages 65 and Up Poverty Rate
DuPage County, IL	120,790	6,664	5.5%
Illinois	1,719,667	151,523	8.8%
United States	44,874,586	4,195,427	9.3%

Data Source: US Census Bureau, American Community Survey. 2012-16. Source geography: county

Seniors in Poverty by Gender: Age 65 and Up

A slightly higher percentage of females ages 65 and up live in poverty compared to males, at the local, state, and national level.

Report Area	Total Male	Total Female	Percent of Males 65 and Up in Poverty	Percent of Females 65 and Up in Poverty
DuPage County, IL	2,316	4,348	4.4%	6.4%
Illinois	50,354	101,169	6.7%	10.4%
United States	1,455,293	2,740,134	7.3%	11.0%

Data Source: US Census Bureau, American Community Survey. 2012-16.

Seniors in Poverty by Ethnicity Alone: Age 65 and Up

Report Area	Hispanic or Latino 65 and Up in Poverty	Not Hispanic or Latino 65 and Up in Poverty	Percent of Hispanic or Latinos 65 and Up in Poverty	Percent of Not Hispanic or Latino 65 and Up in Poverty
DuPage County, IL	629	6,035	11.3%	5.2%
Illinois	15,930	135,593	15.0%	8.4%
United States	657,884	3,537,543	19.0%	8.5%

Data Source: US Census Bureau, American Community Survey. 2012-16.

Seniors in Poverty by Race Alone, Percent: Age 65 and Up

The table below shows the percent of seniors, by race, living in poverty. Among Native Hawaiian/Pacific Islanders over the age of 65 in DuPage County, 27.6 percent are living in poverty. Among individuals of some other race over the age of sixty-five, 31.2 percent are living in poverty.

Report Area	Non-Hispanic White	Black or African American	Native American/ Alaska Native	Asian	Native Hawaiian/ Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	4.9%	7.1%	9.2%	7.6%	27.6%	31.2%	14.5%
Illinois	6.8%	18.1%	14.6%	11.8%	14.1%	17.5%	12.8%
United States	7.2%	17.5%	18.3%	13.0%	13.7%	22.1%	13.8%

Data Source: US Census Bureau, American Community Survey. 2012-16.

Seniors in Poverty by Race Alone, Total: Age 65 and Up

Report Area	Non-Hispanic White	Black or African American	Native American/ Alaska Native	Asian	Native Hawaiian/ Pacific Islander	Some Other Race	Multiple Race
DuPage County, IL	4,861	177	9	876	8	286	151
Illinois	90,861	35,151	414	8,146	40	5,470	1,571
United States	2,538,606	685,871	42,016	238,849	5,542	162,018	63,923

Data Source: US Census Bureau, American Community Survey. 2012-16.

Employment

Current Unemployment

Labor force, employment, and unemployment data for DuPage County is provided in the table below. Overall, DuPage County experienced an average 3.4% percent unemployment rate in March 2018.

Report Area	Labor Force	Number Employed	Number Unemployed	Unemployment Rate
DuPage County, IL	511,928	494,599	17,329	3.4%
Illinois	6,496,831	6,210,832	285,999	4.4%
United States	162,635,301	155,857,594	6,777,707	4.2%

Data Source: US Department of Labor, Bureau of Labor Statistics. 2018 - March. Source geography: County

Thirteen Month Unemployment Rates

Unemployment change within the report area from March 2017 to March 2018 is shown in the chart below. According to the U.S. Department of Labor, unemployment for this thirteen-month period fell from 3.8% percent to 3.4% percent.

Area	Mar 2017	Apr 2017	May 2017	June 2017	July 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018
DuPage County	3.8%	3.7%	3.6%	4.4%	4.3%	4.5%	3.9%	4.0%	3.9%	3.9%	4.5%	4.2%	3.4%
Illinois	5.0%	4.5%	4.4%	5.1%	5.1%	5.3%	4.6%	4.5%	4.6%	4.7%	5.3%	5.0%	4.4%
United States	4.6%	4.1%	4.1%	4.5%	4.6%	4.5%	4.1%	3.9%	3.9%	3.9%	4.5%	4.4%	4.1%

Data Source: US Department of Labor, Bureau of Labor Statistics. 2018 – March. Source geography: County

Five Year Unemployment Rate

Average annual unemployment change within the report area from 2012 to 2016 is shown in the chart below.

Area	2012	2013	2014	2015	2016
DuPage County	7.5%	7.4%	5.7%	4.7%	4.7%
Illinois	9.0%	9.0%	7.1%	6.0%	5.8%
United States	8.1%	7.4%	6.2%	5.3%	4.9%

Data Source: US Department of Labor, Bureau of Labor Statistics. Source geography: County

Commuter Travel Patterns

This table shows the method of transportation workers used to travel to work for the report area. Of the 474,127 workers in the report area, 77.5% drove to work alone while 7.5% carpooled. 6.5% of all workers reported that they used some form of public transportation, while others used some optional means including 2% walking or riding bicycles, and 0.8% used taxicabs to travel to work.

Report Area	Workers 16 and Up	Percent Drive Alone	Percent Carpool	Percent Public Transportation	Percent Bicycle or Walk	Percent Taxi or Other	Percent Work at Home
DuPage County, IL	474,127	77.5%	7.5%	6.5%	2%	0.8%	5.7%
Illinois	6,033,483	73.4%	8.3%	9.2%	3.7%	1.1%	4.4%
United States	145,861,221	76.4%	9.3%	5.1%	3.4%	1.2%	4.6%

Data Source: US Census Bureau, American Community Survey. 2012-16. Source geography: County

Travel Time to Work

Travel times for workers who travel (do not work at home) to work is shown for the report area. The median commute time, according to the American Community Survey (ACS), for the report area is 27.46 minutes longer than the national median commute time of 24.95 minutes.

Report Area	Workers 16 and Up	Percent of workers with less than 10 min commute	Percent of workers with 10 to 29 min commute	Percent of workers with 30 to 59 min commute	Percent of workers with more than 60 min commute	Average Commute Time (min)
DuPage County, IL	474,127	10.2%	45.3%	32.7%	11.8%	29.1
Illinois	6,033,483	12.1%	44.3%	32.3%	11.3%	28.5
United States	145,861,221	12.9%	50.1%	28.4%	8.7%	26.1

Data Source: US Census Bureau, American Community Survey. 2012-16. Source geography: County

Education

Educational Attainment

Educational attainment (persons 25 and over) in DuPage County is higher when compared to Illinois and national values. The percent of individuals that have a high school diploma only (18.7%) is lower than both state and national percentages, whereas the percent of individuals with a Bachelors (28.7%) or Graduate or Professional Degree (18.6%) is higher than Illinois and U.S. percentages.

Report Area	Percent No High School Diploma	Percent High School Only	Percent Some College	Percent Associates Degree	Percent Bachelors Degree	Percent Graduate or Professional Degree
DuPage County, IL	7.6%	18.7%	19.2%	7.2%	28.7%	18.6%
Illinois	11.7%	26.5%	21.1%	7.8%	20.2%	12.7%
United States	13.0%	27.5%	21%	8.2%	18.8%	11.5%

Data Source: US Census Bureau, American Community Survey. 2012-16. Source geography: County

Adult Literacy

The National Center for Education Statistics (NCES) produces estimates for adult literacy based on educational attainment, poverty, and other factors in each county.

Report Area	Estimated Population over 16	Percent Lacking Literacy Skills
DuPage County, IL	698,431	7%
Illinois	9,507,861	13%
United States	219,016,209	14.6%

Data Source: National Center for Education Statistics, NCES - Estimates of Low Literacy. Source geography: County

Veterans - Educational Attainment

Veterans Educational Attainment contrasts the distribution of educational attainment levels between military veterans and non-veterans in the region. Educational attainment is calculated for persons over 25, and is an estimated average for the period from 2012 to 2016. The percent of non-veterans in DuPage County with a Bachelors or higher is 48 percent, as compared to 36.4 percent of veterans.

Report Area	Veterans % No Diploma	Veterans % High School Diploma	Veterans % Some College	Veterans % Bachelors or Higher	Non-Veterans % No Diploma	Non-Veterans % High School Diploma	Non-Veterans % Some College	Non-Veterans % Bachelors or Higher
DuPage County	4.7%	23.6%	35.2%	36.4%	7.7%	18.4%	25.8%	48.0%
Illinois	7.3%	30.7%	37%	25%	12.1%	26.2%	28.2%	33.5%
United States	6.8%	28.7%	37.1%	27.4%	13.7%	27.5%	28.3%	30.6%

Note: This indicator is compared with the state average.

Data Source: US Census Bureau, American Community Survey. 2012-16. Source geography: County

Housing

Housing Age

Total housing units, median year built and median age in 2016 for DuPage County are shown below. Housing units used in housing age include only those where the year built is known.

Report Area	Total Housing Units	Median Year Built	Median Age (from 2016)
DuPage County, IL	357,549	1977	37
Illinois	5,310,327	1967	47
United States	134,054,899	1977	37

Data Source: US Census Bureau, American Community Survey. 2012-16. Source geography: County

Homeowners

The U.S. Census Bureau estimated there were 248,762 homeowners in DuPage County in 2000, and 247,155 owner occupied homes in DuPage County for the 5 year estimated period from 2012 - 2016. The percent of owner occupied homes decreased from 76.4 percent in 2000 to 72.9 percent in 2016.

Report Area	Owner Occupied Homes 2000	% Owner Occupied Homes 2000	Owner Occupied Homes 2016	% Owner Occupied Homes 2016
DuPage County, IL	248,762	76.4%	247,155	72.9%
Illinois	3,088,884	67.3%	3,167,081	66.0%
United States	69,815,753	66.2%	74,881,068	63.6%

Data Source: US Census Bureau, American Community Survey. 2012-16. Source geography: County

Vacancy Rates

The U.S. Postal Service provided information quarterly to the U.S. Department of Housing and Urban Development on addresses identified as vacant in the previous quarter. Residential and business vacancy rates for the report area in the first quarter of 2015 are reported. For this reporting period, a total of 5,732 residential addresses were identified as vacant in the report area, a vacancy rate of 1.5%, and 6,065 business addresses were also reported as vacant, a rate of 11.9%.

Report Area	Residential Addresses	Vacant Residential Addresses	Residential Vacancy Rate	Business Addresses	Vacant Business Addresses	Business Vacancy Rate
DuPage County, IL	393,579	5,732	1.5%	50,879	6,065	11.9%
Illinois	5,669,328	171,583	3%	544,208	60,377	11.1%
United States	146,832,025	3,825,190	2.6%	13,835,679	1,232,945	8.9%

Data Source: US Department of Housing and Urban Development. 2016-Q4. Source geography: County

Number of Unsafe, Unsanitary Homes

The number and percentage of occupied housing units without plumbing are shown for the report area. U.S. Census data shows 968 housing units in the report area were without plumbing in 2000 and ACS five year estimates show 821 housing units in the report area were without plumbing in 2016.

Report Area	Occupied Housing Units 2000	Housing Units without Plumbing 2000	Percent without Plumbing 2000	Occupied Housing Units 2016	Housing Units without Plumbing 2016	Percent without Plumbing 2016
DuPage County, IL	325,601	968	0.3%	338,987	821	0.2%
Illinois	4,591,779	23,959	0.5%	4,802,124	13,395	0.3%
United States	106,741,426	736,626	0.7%	117,716,237	453,650	0.4%

Data Source: US Census Bureau, American Community Survey. US Census Bureau, Decennial Census. 2012-16. Source geography: County

Housing Affordability

One indicator of housing affordability is the percentage of renters who are spending 30 percent or more of their household income on rent. In DuPage County, 43.9 percent of renters spend 30 percent or more of their household income on rent, compared to 49.6 percent for Illinois and 47.3 percent for the United States. Below is a breakdown of DuPage County renters spending 30 percent or more of household income on rent by age. Fifty-five percent of renters age 15-24 and 64 percent of renters over age 65 spend 30 percent or more of their income on rent.

DuPage County Renter Group	Percent of Renters Spending 30%+ of Income on Rent
Overall	43.9%
Age 15-24	55.7%
Age 25-34	39.2%
Age 35-64	44.8%
Age 65+	64.8%

Data Source: U.S. Census Bureau, American Community Survey 2012-2016 estimates via Impact DuPage/Healthy Communities Institute

According to the National Low Income Housing Coalition (2018), the rent affordable at minimum wage (\$8.25/hour) is \$429, while fair market rent for a zero-bedroom unit in DuPage County is \$879. The estimated mean renter wage in DuPage County is \$18.30, and the rent affordable at mean renter wage is \$952, which is below fair market rent for a one-bedroom unit (\$1,014) (National Low Income Housing Coalition, 2018).

The DuPage Housing Authority administrates the Housing Choice Voucher program, which provides rental assistance to income-eligible individuals and families. As of August 2018, approximately 800 individuals were on the wait list for a housing choice voucher. The wait list was last open on June 20, 2016. HUD allocates 3,032 vouchers to DuPage County, though availability of vouchers also depends on the average cost of a voucher and funds available (DuPage Housing Authority, 2018).

Income

Two common measures of income are Median Household Income and Per Capita Income, based on U.S. Census Bureau estimates. Both measures are shown in the table below. The median household income

in DuPage County (\$81,521) is higher than both state and national values. The average Per Capita income for DuPage County is \$40,547, compared to a national average of \$29,829.

Report Area	Median Household Income	Per Capita Income
DuPage County, IL	\$81,521	\$40,547
Illinois	\$59,196	\$31,502
United States	\$55,322	\$29,829

Data Source: US Census Bureau, American Community Survey. 2012-16. Source geography: County

Nutrition

Free and Reduced Lunch Program

The following report shows that 40,293 public school students (27.4%) in DuPage County were enrolled in the free or reduced price lunch programs during the 2015 - 2016 school year, which is less than the national average of 52.4 percent.

Report Area	Total Public School Students	Number Free/Reduced Price Lunch	Percent Free/Reduced Price Lunch
DuPage County, IL	147,294	40,293	27.4%
Illinois	2,018,739	1,006,936	49.9%
United States	50,611,787	25,893,504	52.6%

Data Source: National Center for Education Statistics, NCES - Common Core of Data. 2015-16. Source geography: Address

Children Eligible for Free or Reduced Lunch by Year, 2010-11 through 2015-16

The table below shows local, state, and national trends in student free or reduced lunch eligibility. The percent of public school children eligible for free or reduced lunch in DuPage has increased from 22.5 percent in the 2010-2011 school year, to 27.4 percent in the 2015-2016 school year, but is well below the percent of children eligible in Illinois and the United States.

Note: Data for the 2011-12 school year are omitted due to lack of data for some states.

Report Area	2010-11	2012-13	2013-14	2014-15	2015-2016
DuPage County, IL	22.5%	29.2%	29.0%	32.9%	27.4%
Illinois	46.7%	50.6%	51.4%	54.1%	49.9%
United States	48.2%	51.3%	52.0%	52.0%	52.3%

Data Source: U.S. Department of Education, National Center for Education Statistics, Common Core of Data (CCD)

Households Receiving SNAP by Poverty Status (ACS)

The below table shows that 20,335 households (or 6% of all households) in DuPage County received SNAP payments, based on American Community Survey 2012-2016 five year estimates. During this same period there were 16,840 households with income levels below the poverty level that were not receiving SNAP payments.

Report Area	Household Receiving SNAP Total	Household Receiving SNAP Percent	Household Receiving SNAP Income Below Poverty	Household Receiving SNAP Income Above Poverty	Household Not Receiving SNAP Total	Household Not Receiving SNAP Percent	Household Not Receiving SNAP Income Below Poverty	Household Not Receiving SNAP Income Above Poverty
DuPage County, IL	20,335	6%	7,330	13,005	318,652	94%	16,840	301,812
Illinois	636,945	13.3%	312,674	324,271	4,165,179	86.7%	327,315	3,837,864
United States	15,360,951	13.0%	7,727,684	7,633,267	102,355,286	87.0%	8,924,556	93,430,730

Data Source: US Census Bureau, American Community Survey. 2012-16. Source geography: County

Health Care

Federally Qualified Health Centers

The table below shows the Federally Qualified Health Centers in DuPage County.

County	Provider Number	FQHC Name	Address	City	Phone
DuPage County	PN: 141971	MARTIN R RUSSO FAMILY HEALTH CENTER	245 S GARY	BLOOMINGDALE	(630) 893-5230
DuPage County	PN: 781803	VNA HEALTHCARE AT DUPAGE COUNTY HEALTH DEPARTMENT	111 N COUNTY FARM ROAD	WHEATON	(630) 978-2532
DuPage County	PN: 781811	HAMDARD - ADDISON	228 E LAKE STREET	ADDISON	(603) 744-6985
DuPage County	PN: 141015	WEST CHICAGO FAMILY HEALTH CTR	245 WEST ROOSEVELT	WEST CHICAGO	(630) 293-4124
DuPage County	PN: 141045	ACCESS ADDISON HEALTH CENTER	1111 W LAKE STREET	ADDISON	(773) 257-5093
DuPage County	PN: 141188	VNA HEALTH CARE OF FOX VALLEY -	350 SCHMALE ROAD, SUITE 150	CAROL STREAM	(630) 892-4355

		CAROL STREAM			
DuPage County	PN: 141191	VNA HEALTH CENTER - BENSENVILLE	28 N YORK RD	BENSENVILLE	(630) 978- 9754
DuPage County	PN: 141131	ACCESS ARMY TRAIL ROAD FAMILY HEALTH CENTER	2055 W ARMY TRAIL ROAD	ADDISON	(630) 705- 1010
DuPage County	PN: 141135	ACCESS GATEWAY CENTER FAMILY HEALTH CENTER	526 MAIN STREET	WEST CHICAGO	(630) 293- 3835

Data Source: US Department of Health Human Services, Center for Medicare Medicaid Services, Provider of Services File. December 2016. Source geography: County

Medicare and Medicaid Providers

Total institutional Medicare and Medicaid providers, including hospitals, nursing facilities, Federally qualified health centers, rural health clinics and community mental health centers for the report area are shown. According to the U.S. Department of Health and Human Services, there were 242 active Medicare and Medicaid institutional service providers in the report area in the fourth quarter of 2016.

Report Area	Total Institutional Providers	Hospitals	Nursing Facilities	Federally Qualified Health Centers	Rural Health Clinics	Community Mental Health Centers
DuPage County, IL	242	9	38	10	0	0
Illinois	3,174	243	742	335	215	3
United States	72,892	7,175	15,652	7,666	4,156	163

Data Source: US Department of Health Human Services, Center for Medicare Medicaid Services, Provider of Services File. Dec. 2016. Source geography: County

Persons Receiving Medicare

The total number of persons receiving Medicare is shown, broken down by number over 65 and number of disabled persons receiving Medicare for the report area. The U.S. Department of Health and Human Services reported that a total of 151,537 persons were receiving Medicare benefits in the report area in 2016. A large number of individuals in our society are aware that persons over 65 years of age receive Medicare; however, many of them are unaware that disabled persons also receive Medicare benefits. A total of 12,807 disabled persons in the report area received Medicare benefits in 2016.

Report Area	Persons Over 65 Receiving Medicare	Disabled Persons Receiving Medicare	Total Persons Receiving Medicare
DuPage County	138,730	12,807	151,537
Illinois	3,639,632	587,978	4,227,605
United States	48,262,205	8,890,790	57,152,995

Data Source: Centers for Medicare and Medicaid Services. 2012-16. Source geography: County

Persons Receiving Medicaid

According to the Illinois Department of Healthcare and Family Services, the total number of persons receiving comprehensive Medicaid benefits in DuPage County on June 30, 2017 was 133,266. This is a decrease from the previous year (136,220). The table below includes a breakdown of comprehensive Medicaid enrollment by enrollee type.

Report Area	ACA Newly Eligible Adults	Adults with Disabilities	Children	Other Adults	Seniors
DuPage County, IL	24,318	6,711	67,004	24,952	10,281
Illinois	631,693	246,813	1,462,872	592,850	207,590

Data Source: Illinois Department of Healthcare and Family Services. FY 2017.

Uninsured Population

The uninsured population is calculated by estimating the number of persons eligible for insurance (generally those under 65) minus the estimated number of insured persons. While DuPage County has a lower uninsured rate than both the state of Illinois and the United States, disparities are seen when looking at uninsured adults by race and ethnicity. While 4.9 percent of white, non-Hispanic adults in DuPage County are uninsured, 18.6 percent of Hispanic or Latino adults and 19.4 percent of adults identifying as “some other race alone” are uninsured.

Report Area	Insurance Population	Number Insured	Number Uninsured	Percent Uninsured
DuPage County, IL	924,733	855,194	69,539	7.5%
Illinois	12,671,738	11,438,252	1,233,486	9.7%
United States	313,576,137	276,875,891	36,700,246	11.7%

Data Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

Uninsured Adults by Race/Ethnicity, Percent

Report Area	American Indian/ Alaska Native	Asian	Black or African American	Hispanic or Latino	Native Hawaiian/ Pacific Islander	Other	Two or More Races	White, non-Hispanic
DuPage County, IL	9.7%	8.8%	9.8%	18.6%	12.2%	19.4%	7.9%	4.9%
Illinois	14.3%	10.4%	12.6%	20.9%	15.7%	24.6%	7.9%	6.1%
United States	23.3%	10.8%	13.7%	23.4%	13.6%	26.0%	10.5%	8.1%

Data Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

Please see [Community Needs Assessment Online Tool footnotes](#) for information about the data background, analysis methodologies and other related notes.

Report prepared by [Community Commons](#), April 10, 2018, with some additional data provided by Impact DuPage and select median age, veteran, and poverty maps provided by DuPage County GIS Division.