

# **MADISON COUNTY COMMUNITY DEVELOPMENT NEEDS ASSESSMENT**

January 1, 2024 – December 31, 2024



# COMMUNITY NEEDS ASSESSMENT

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## **I. Executive Summary**

The Madison County Board has designated the responsibility of administering the Community Services Block Grant (CSBG) Program to the Madison County Community Development Department (MCCD).

The Madison County Board Grants Committee and the Community Services Block Grant Advisory Council oversee the operation of the Community Services Block Grant program activities. They provide direction to the department in administering the block grant program, participate in program valuations, and provide input into the effectiveness of each work program and problem areas in which the Community Services Block Grant can address.

Typically, each year MCCD administers a needs assessment to allow clients and community members to identify areas of need and concern. The assessments help capture community needs, and more importantly the problems areas that residents desire to become self-sufficient. The assessments also evaluate the effectiveness of our agency and its programs. Madison County wants to ensure we are meeting the needs of our community.

This year, Madison County used the client, community stakeholders and community members Needs Assessment provided by Illinois Department of Commerce & Economic Opportunity (DCEO). Madison County staff hand delivered the client surveys to CSBG delegate agencies and partnering agencies on Tuesday, April 25, 2023, and picked up completed surveys on Wednesday, July 05, 2023. Customers also completed the client need assessments on Tuesday, July 18, 2023, at the 2023 Customer Assistance Event sponsored by Ameren Illinois in which each Ameren Illinois customer received a \$200.00 credit towards their bill. Madison County staff physically entered the 1,204 completed client assessments on Survey Monkey to help analyze the results and gain perspective on the client's basic unmet needs.

The client needs assessment consisting of twenty-seven questions. Most of the questions were closed-ended by simply checking the appropriate box, however the remaining questions were open-ended questions which asked for more detailed information on the needs of the client. Madison County also obtained general characteristics and customer satisfaction. Madison County collected surveys from low-income residents who visited one of our CSBG contractual partners and/or our outreach sites including other social services organizations within the county. These agencies distributed the survey as clients were waiting for services at their respective sites. An updated brochure was also distributed informing us about the Community Services Block Grant, Weatherization Assistance Program, and the Low-Income Home Energy Assistance program.

Madison County distributed the community stakeholder's needs assessment through Survey Monkey to local stakeholders who are leaders among Madison County. Stakeholders included members of the Madison County Network Collaboration and the Continuum of Care/Partnership to End Homeless networks which includes homeless partnership, mayors, township supervisors, fire departments, police departments, educators, contractors, banking institutions, judges, board members, and health care institutions. Most of the questions were closed-ended by checking the appropriate box while other questions were open-ended and asked stakeholders what they would like, or think could be done to improve their communities as well asking how Madison County Community Development was providing services to local residents. Madison County

collected 141 community stakeholder's needs assessments from survey monkey during May 31, 2023, to July 31, 2023.

Madison County distributed the community member's needs assessment through survey monkey to local community service members who have genuine passion for serving residents of Madison County. Community service included members from faith-based organizations, restaurant owners, insurance companies, car dealerships, hair salons, libraries, laundromats, funeral homes, dialysis centers, doctors, and churches. Most of the questions were closed-ended by checking the appropriate box while other questions were open-ended and asked stakeholders what they would like, or think could be done to improve their communities as well as asking how Madison County Community Development was providing services to local residents. Madison County collected 166 community members' needs assessments from survey monkey during June 30, 2023, to July 31, 2023.

Clients, stakeholders and community members feel the common needs for low-income residents in Madison County are financial issues, housing, health/mental health, food/nutrition, childcare and employment.

Financial Issues was the greatest challenge for clients. Finding jobs, affordable and decent housing, being able to afford nutritious foods, transportation and paying monthly rent.

Clients, community members and stakeholders agree paying for school supplies, fees, or activities was an important childcare and child development need. Eight percent of client findings are paying for childcare. Stakeholders and clients also agreed finding evening, nighttime, weekend or before/after school childcare is a top childcare and child development need.

Additionally, another challenge facing low-income residents is transportation. Transportation is another major need, clients need help with financial assistance to make car repairs, purchase of vehicles and pay taxes, insurance, etc. Without adequate childcare or reliable transportation, these barriers impede employment options. There appears to be adequate levels of public transportation available during the day. However, if someone works the night shift at a logistics center, public transportation and evening daycare is difficult to secure.

When clients were asked which health needs they or their family use help could with, 23.76% of respondents said finding health or dental care. Finding affordable health or dental insurance was next with 21.60%, paying for medical expenses (e.g., medical/dental checkups, prescriptions, glasses, hearing aids, wheelchairs) received 19.71%. Mental health treatment including treatment for stress, depression or anxiety received 17.01%. Getting medical care and/or insurance for a child had 3.87% responses and Getting treatment for mental health had 2.79% responses. Ninety-three clients did not answer this question.

Stakeholders, community members and clients agreed getting food or food assistance as well as getting meals delivered to your home for a senior or disabled individual are food and nutrition needs. Sixty-six percent of stakeholders believe a resident's need is learning how to shop and cook for healthy eating or dietary food. Four percent are getting access to senior congregate meal sites (meals served in a group setting).

Twenty-two percent of surveyed clients stated they had problems paying unexpected or emergency expenses. Learning how to use a computer is among the greatest challenges low-income families and individuals are facing as well as finding a full-time job.

The most common unmet needs for clients over the past twelve months were financial issues, food/nutrition, health/mental health, housing issues (finding affordable, paying rent/mortgage, rent deposits/application fee, transportation (having access, car repairs, buying dependable car, insurance, registration, license fees, bus tokens/gas cards), childcare (finding affordable, quality, licensed child care in convenient location, and employment. Paying for child care and finding evening/nighttime, weekend or before/after child care, summer camp, school supplies, child enrichment programs and tutoring), medical issues (find doctor/dentist who accept Medicaid, dental, obtain supplies), information about technical school programs or apprenticeships, paying unexpected bills or emergency expenses. Forty percent of the responding clients stated that financial issues are the single greatest challenge their households have experienced in the past twelve months.

Focus group participants help explore customer perspectives and opinions about new ideas and services in a positive interactive setting in which customers are encouraged to discuss their thoughts freely and to help generate wealth of information as we begin process of writing next year's grant application. Madison County was able to hold a few Focus Group meetings to obtain customers' perspective on key issues from the respondents.

The CSBG Advisory Council participated in a focus group session on March 20, 2023, prior to our CSBG Advisory Council quarterly meeting to obtain client and stakeholders perspectives and generate new ideas and partnerships.

The Alton Housing Authority focus group was held on June 7, 2023, in Alton, IL and Madison County Partnership to End Homelessness (CoC) meeting was held on May 18, 2023. Each meeting had around 15-20 people in attendance. MCCD asked open ended questions about greatest challenges in the household, are there any services that Madison County does not offer, and are you in need of services if so what kinds? The answers to those questions were:

- In the past 12 months, what is the single greatest challenge you and your household have experienced?
  - Child Care
  - Car Insurance
  - Transportation
  - Rent Assistance
  - Landlords
  
- Have you or your family members needed services that were not available in Madison County?
  - Criminal Records assistance
  - Dental for adults
  - Help with signing up for disability
  - Housing and rental assistance
  - More resources with clients that have criminal background

- Is there anything else you would like us to know about what is important to you?
  - Child Care
  - More homeless shelters
  - Dental
  - Provide basic needs
  - Cell phones
  - Treatment for drugs

The Madison County Network meeting was held on May 17, 2023, in Alton, IL. MCCD did a presentation on what MCCD offers to clients. There are 25 agencies in attendance.

Riverbend Head Start Parent Café meeting was held on January 31, 2023, in Alton, IL. There were only 2 people in attendance. The meeting topic was about parental resilience, the family engagement specialist was asking questions, everyone would answer, and then the answers were talked about more in depth. MCCD passed out brochures about the different services that are offered.

The increase of Madison County residents in poverty, affects the vulnerable populations such as the single parent households, which reinforces the need for services to increase their household income, with such programs as job training, education and support in finding employment. The data collected helps to support and initiate the CSBG Community Action Plan ensuring work programs that our Madison County residents need the most.

Madison County will continue to provide referrals for services needed by residents. Madison County needs more feedback and will participate in more focus group settings to obtain client perspective and generate new partnerships.

Madison County needs to build up its community stakeholders' group for more participation in the needs assessment and to inform them of programs/services offered.

MCCD needs to revise the survey monkey questionnaire of the Community Member Needs Assessment to correct the numbering of questions to correspond to the appropriate question.

MCCD plans on sending Memorandum of Understanding (MOU) to our vender's and those agencies who we do not have a direct delegate agency contract with. Also, we plan to provide our referral network with yearly flyers informing CSBG services as well as other Community Development funding sources and programs.

## **A. Key Findings**

Upon analysis of the needs assessment from our clients, community stakeholders and community members, Madison County has identified a variety of factors that each assessment has highlighted as a need.

The analysis shows that our clients, community stakeholders and community members feel the greatest challenges for low-income residents in Madison County are financial issues, housing, health/mental health, food/nutrition, childcare and employment.

From the community stakeholder's employment assessment, stakeholders believe finding childcare, training/education for a job and finding a full-time job are aspects of employment with which low-income residents need assistance. Clients and community members responded finding a full-time job, getting appropriate clothing or equipment for a job, applying for jobs and training/education for a job are the top employment needs.

Clients, community members and stakeholders agree finding affordable, quality, licensed childcare in a convenient location as the top childcare and child development need. Eleven percent of clients responded that paying for school supplies, fees, or activities was an important childcare and child development need. Stakeholders, community members and clients also agreed paying for childcare was a need as well.

Finding emergency shelter, finding affordable housing and paying rent or mortgage, rent deposits/application fees are the choices decided by both stakeholders, community members, and clients as housing needs. Clients stated finding home repair services and yard work, snow removal, laundry or housework are housing needs.

Community stakeholders believe youth need information, education, guidance and/or assistance in areas of mentoring/leadership/volunteering, after school supervision, affordable school/community activities, tutoring and awareness of substance abuse/mental health issues.

Stakeholders feel access to food sources, having the financial resources to pay their bills, home repairs, and reliable transportation to and from services, fixed income challenges, difficulty with everyday tasks and mobility and assistance with everyday living, bills, yard work, keeping track of things are all challenges seniors and elderly in Madison County face.

Housing issues was the greatest challenge for clients. Finding safe, affordable and decent housing, being able to afford nutritious foods and paying monthly rent and finding a job were other challenges. Stakeholders and clients agreed the top three greatest challenges are housing, food/nutrition and financial issues.

Stakeholders believe that Madison County needs to have more surveys to assess needs to understand the community. Transportation to food sources and seeking employment as well as shelters, emergency shelters, safe places, dental assistance, and rental assistance are services that need to be added in the community.

Additionally, the client assessment indicates that having access to transportation is the top family support need. Receiving assistance with paying for car repairs, car insurance, registration or license fees are aspects of family support which residents need assistance. Forty-four percent of

clients stated that their household income was less than \$15,950. Getting a 2-year or 4-year college degree, information about technical school programs or apprenticeships, getting a high school diploma or GED/HSED and learning how to use a computer are the top adult education needs selected by both the stakeholders and clients.

Stakeholders, community members, and clients agreed getting food or food assistance as well as getting meals delivered to your home for a senior or disabled individual are food and nutrition needs. Sixty-six percent of stakeholders believe a resident's need is learning how to shop and cook for healthy eating or dietary food. Four percent of clients choose to get access to senior congregate meal sites (meals served in a group setting).

Budgeting and managing money as well as problems with paying bills, such as utility or credit cards are financial/legal issues that families need help with. Clients continue to struggle with paying unexpected or emergency expenses. Seventeen percent of stakeholders believe clients have some difficulties with child custody or support.

Transportation is another major need, clients need help with financial assistance to make car repairs, purchase of vehicle, driver's license, fees, insurance, gas, etc. Without adequate childcare or reliable transportation, these barriers impede employment options. There appears to be adequate levels of public transportation available during the day. However, if someone works the night shift at a logistics center, public transportation and evening daycare is difficult to secure.

Clients stated paying for medical expenses, finding a dentist/doctor to accept Medicaid, affordable health insurance, and obtaining mental health treatment. There were 22% of clients who identified as needing help with health/dental insurance and 24% finding health or dental care (for all ages).

This year MCCD received one hundred forty-one surveys from community stakeholders and one hundred sixty-six surveys from community members. Next year, staff will coordinate and simplify the separate lists in order to increase community participation.

Analysis shows basic unmet needs among Madison County residents include lack of housing, transportation, child development, medical needs, paying bills and employment.



## **B. Recommendations**

After compiling, analyzing and reviewing the results from the client and community stakeholder's need assessments, Madison County will offer assistance to many of the client's needs. Madison County will increase our efforts to inform clients of programs and services offered by our agency through partnerships with local service providers to help provide information to the client to resolve their unmet needs.

### ***Affordable Housing***

Madison County Community Development has ended the Emergency Rental Assistance Program (ERAP) to help renters with back rent, water and sewer bills. With this funding, renters could have accessed fifteen months of rental assistance payments. These funds ended on February 17, 2023, and then referrals will be made to the Homeless Services department where renters can access the Emergency Solutions Grant (ESG) funding. These grants may be able to assist renters as well as homeless individuals and families with deposit payment and up to three months of rent to help provide housing stability. Madison County has updated its landlord listing and assisted housing list to provide to residents seeking housing. This list details housing units in specific areas for potential renters to inquire of housing opportunities.

Mortgage assistance is also available for homeowners behind on the payments as well as assistance to our First-Time HOMEbuyer program. The primary objective of the Madison County HOMEbuyer Program is to increase the home ownership rate, especially among lower income and minority households, with the ultimate goals of revitalizing and stabilizing communities.

The HOMEbuyer Program assists with one of the largest obstructions to home ownership-the down payment and closing costs-by providing funds for down payment and closing costs to eligible individuals. Our partnership with local financial institutions and housing counselors help facilitate our housing program.

To help maintain housing, homeowners and renters are referred to the Illinois Housing Weatherization Assistance Program (IHWAP), which helps income eligible homeowners and renters, by installing energy saving measures to improve one's home. These energy saving measures may include stopping air infiltration by insulating attics and sidewalls to a specified "R" factor, caulking and weather stripping, and sealing of bypasses. Weatherizing the home conserves fuel and saves money during the cold winter months by sealing a building so cold air cannot get in and warm air cannot get out.

The Madison County Housing Authority, Granite City Housing Authority, and Alton Housing Authority all provide public subsidized housing where people living in public housing pay about 30% of their household income for rent. Additionally, the Madison County Housing Authority handles the Section 8 Housing program.

Madison County partners with the Madison County Housing Authority to provide funds to administer the Family Self-Sufficiency (FSS) program. The FSS program is to promote employment and increase assets for low-income families receiving federal rent subsidies or

public housing. During a five-year period, participants work individually with a case manager to set and pursue goals related to education, job training, money management, childcare and transportation. A key component of the FSS program is the interest-earning escrow saving account that accumulates as earned income increases. Families receive the funds after they have successfully completed the program. FSS families can use their escrow to purchase homes, start a small business, pay off debts and/or finance higher education for themselves or their children. FSS is unique because of its intensive, individual approach to supporting families and is one of the few federally supported asset-building programs in existence.

### ***Transportation***

To help maintain employment, Madison County Community Development will be collaborating with Madison County Catholic Charities to provide transportation assistance to clients seeking bus tokens, bus passes and/or gas cards to maintain employment.

Car repair assistance will be provided for current employees working full-time with unreliable transportation who are at-risk of losing their employment when they cannot get to work. MCCD will be collaborating with local garages who will examine vehicles and provide estimate of service.

MCCD is planning to partner with JewelRide, an inspired medical transport that takes pride in providing reliable, trustworthy and affordable non-emergency medical transportation, medical and hospital appointments, dental appointments, as well as pick up prescriptions from pharmacies/drugstores and tailor-made transportation needs for disabled residents of Madison County lacking transportation.

### ***Child Development***

Madison County Community Development will help sponsor several youth programs during the next grant year. Madison County will partner with Venice Park District to provide a summer camp providing recreational and educational programs for disadvantaged low-income youth.

Madison County will also partner with the YWCA Southwestern Illinois to provide Systematic Instruction in Phonological Awareness, Phonics, and Sight Words (SIPPS) in collaboration with the Alton School District. SIPPS is designed and proven to help new and struggling readers by focusing on phonological awareness, spelling-sounds, and sight words. If for some reason the Alton School District is not able to provide summer instructor, YWCA Southwestern Illinois will substitute the Phonics curriculum with math curriculum.

YWCA Southwestern Illinois will also offer its Riverbend Read Club program, which is designed to enhance literacy skills among youth. The primary goal is to create a safe and supportive environment for students in grades K – 3, fostering their literacy competency. To achieve this, YWCA utilizes the highly effective Fountas and Pinnell Leveled Literacy Intervention curriculum. Through this curriculum, students receive daily, intensive, small-group instruction that incorporates engaging leveled books and well-structured lessons ensuring rapid progress in their reading abilities.

Other child enrichment programs include partnership with Riverbend Family Ministries to provide a violence prevention program designed for youth. This safe educational program helps

provide information and skills to empower youth to make safer choices, avoid abusive behaviors, learn non-violent alternatives, and share what is learned from their peers.

Riverbend Head Start and Family Services manages the Head Start and Early Head Start programs, which are voluntary, and for families who want to improve their lives and the lives of their children. Riverbend supports pregnant parents, babies, toddlers and preschoolers who may already be at-risk of failing in school or life by strengthening the entire family through education, health and social services. Program options include home visits and preschools. Early Head Start providing services to pregnant women and children birth to age three. Head Start provides services for preschool children 3 -5 years. Home visits involve goal setting with parents, parent education, child development activities and crisis intervention. Family centers provide free preschool, family-bonding events and parent group meetings.

### ***Medical Needs***

Parents can enroll their children into a Head Start or Early Head Start program. Madison County partners with Riverbend Head Start & Family Services to help provide dental assistance to pregnant women and children (birth to 5 years of age) enrolled with Head Start and Early Head Start. This dental assistance program will help impoverished youth aged five years of age who are at-risk of academic and social failure with dental health services. Services include, but are not limited to, screenings, cleanings, sealants, treatments, procedures and surgeries.

Many low-income clients do not have the funds to visit an eye doctor regularly, Madison County will partner with the vision professionals to provide assistance. Vision assistance involves visiting the optometrist for consultation and obtaining a prescription for eyeglasses and/or contacts.

Madison County Catholic Charities provides funds for paying for medicines and prescription drugs. Patients may be able to qualify for the MedAssist program which will help individuals and families determine their eligibility for medications, and the program assist them through the application process for the assistance programs that the pharmaceutical companies have for the low-income.

Madison County will again partner with Madison County Catholic Charities to help expand their Med Assist Program. CSBG will be providing funding to help those who have no or limited prescription drug coverage.

### ***Paying bills***

To help combat the high cost of utility bills, Madison County operates the Percentage of Income Payment Plan (PIPP) and the Low-Income Home Energy Assistance Program (LIHEAP) to help income eligible households pay home energy bills and avoid disconnections as well as the Illinois Housing Weatherization Assistance Program (IHWAP) which helps income eligible homeowners and renter by installing energy saving measures to improve one's home.

To help residents with budgeting and managing money issues, Madison County will refer clients to Justine PETERSEN who offers credit building, homeownership, and small business development. A strong credit is a vital tool on the path to achieving financial wellness. When

food stamps only are not enough to feed families, clients might visit local food pantries for nutritious foods.

Madison County Community Development continues to fund local pantries - The Salvation Army Alton Corp, The Salvation Army Granite City Corp, Community Care Center, State Park Food Pantry, Collinsville Food Pantry, Operation Blessing, Highland Area Christian Service Ministry, Glen Ed Pantry, Collinsville Township, Venice Township, Guardian Angels Food Pantry, New Shining Light Community Outreach Ministry and The Storehouse - to help provide food to those in need. This is especially true during the summer months when children are home from school and not enrolled in the free breakfast and lunch programs. These food pantries are located throughout Madison County and easily accessible for clients.

Madison County partners with Senior Services Plus, Highland Meals on Wheels and Collinsville Township to provide prepared meals at congregate sites and home delivered meals to elderly and disabled seniors with a hot meal to help seniors remain in their homes and thus improving their quality of life.

### ***Employment***

To help clients with finding a full-time job, getting the appropriate clothing, equipment and/or tools, help applying for jobs, and job training/education, Madison County Community Development provides funding for vocational training in skills for which there are immediate openings.

MCCD partners with the local Workforce Innovation and Opportunity Act (WIOA) Madison County Employment & Training department, Southwestern Illinois College, and Lewis & Clark Community College to help strengthen and improve the county's public workforce system and help those eager to work, including youth and those with significant barriers to employment, into high-quality jobs and careers. Madison County Employment & Training provides resume development, career counseling, training for a new career in industries with high growth occupancy, assistance with tuition, fees and graduation costs, training options available with Industry Recognized Credentials. MCCD is also a core partner with Partners of the Southwestern Illinois workNet Center American Job Center/One Stop Operations in which MCCD pays CSBG Shared Costs for One-Stop Operations including Infrastructure and System Actual costs.

Clients needing to complete their high school education will be able to access their local community college Adult Basic Education departments at Lewis & Clark Community College and/or Southwestern Illinois College free GED classes. The GED preparation classes are open to anyone who has not yet received a high school diploma. Madison County Community Development partners with Southwestern Illinois College to provide vouchers for the GED tests. For those clients who want to continue their education or go to college, Madison County Community Development provides a scholarship to students who wanted to get a college education. Madison County strongly encourages students to apply for other scholarships and financial aid while pursuing a degree.

## C. Introduction and Methodology

The Community Services Block Grant staff began the process of reviewing the needs assessment for our clients, community members, and community stakeholders. Staff used the Client needs assessments provided by Illinois Department of Commerce & Economic Opportunity (DCEO).

### 1. Client Needs Assessment

A client needs assessment (Appendix A) was distributed to low-income residents during the months April to July 2023 to obtain feedback on their needs related to employment, education, financial/legal issues, housing, food and nutrition, childcare and development, parenting and family support, transportation, health and basic needs. The client needs assessment is to help better identify the needs of individuals and families within Madison County.

### Results

The following agencies distributed the client’s needs assessment as clients were waiting for services at their respective sites. Madison County collected a total of 1,204 client need assessments.

<b><u>2023 Community Services Block Grant Delegate Agencies</u></b>	
Collinsville Township	The Salvation Army – Granite City
Community Care Center	Highland Meals on Wheels
Highland Area Christian Service Ministry	Alpha & Omega Church, State Park Food Pantry
Lewis and Clark Community College	Riverbend Family Ministries
Madison County Catholic Charities	The Salvation Army Madison County Corp
Madison County Employment & Training	Operation Blessing
Madison County Housing Authority	Collinsville Food Pantry
New Shining Light Community Outreach Ministry	Glen Ed Pantry
Quad City Community Development	Impact, CIL
Riverbend Head Start & Family Services	Southwestern Illinois College
Soup-N-Share Outreach Program	Senior Services Plus
Venice Township	Madison County Urban League
YWCA Southwestern Illinois	The Salvation Army 360 Life Center

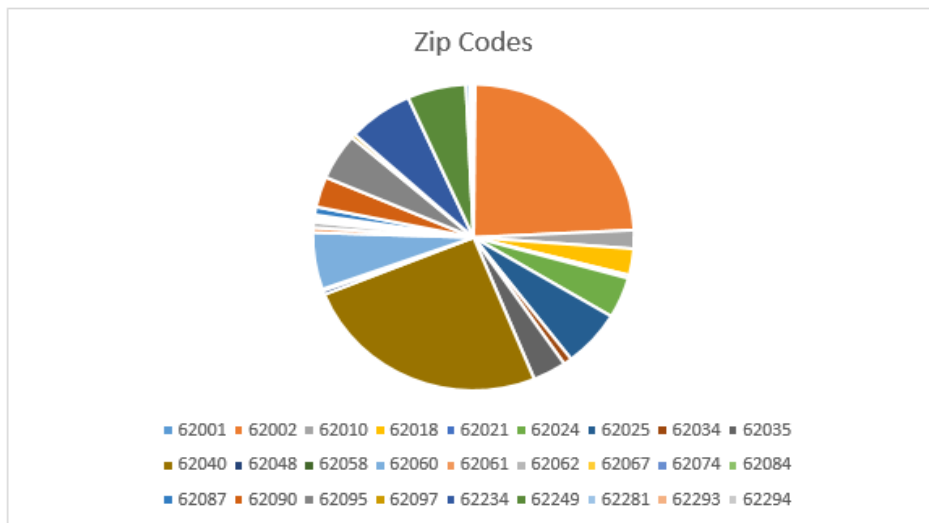
The following partnering agencies also distributed our client needs assessment to their clientele to provide their feedback:

Alton Housing Authority, Centerstone, Chouteau Township, Community Hope Center, Main Street Community Center, United Way of Greater St. Louis and William BeDell ARC.

**Question 1.** Of all of the 1,204 respondents, 1,197 were from Madison County, 5 were not from Madison County and 2 respondents skipped the question.

**Question 2.** Clients were asked, “What is your zip code?” netted the top three responses:

- 62040- (297 responses)
- 62002- ( 285 responses)
- 62234- (76 responses)



**Questions 3.** Clients were asked, “In the past 12 months, what is the single greatest challenge you and your household have experienced?” netted the top five responses:

- Financial Issues- (257 responses)
- Food/Nutrition- (205 responses)
- Housing- (188 responses)
- Health/Mental Health- (146 responses)
- Employment- (93 responses)
- 

**Question 4.** Clients were asked, “In the past 12 months, did you or members of your household receive any services from Madison County Community Development?” netted these responses:

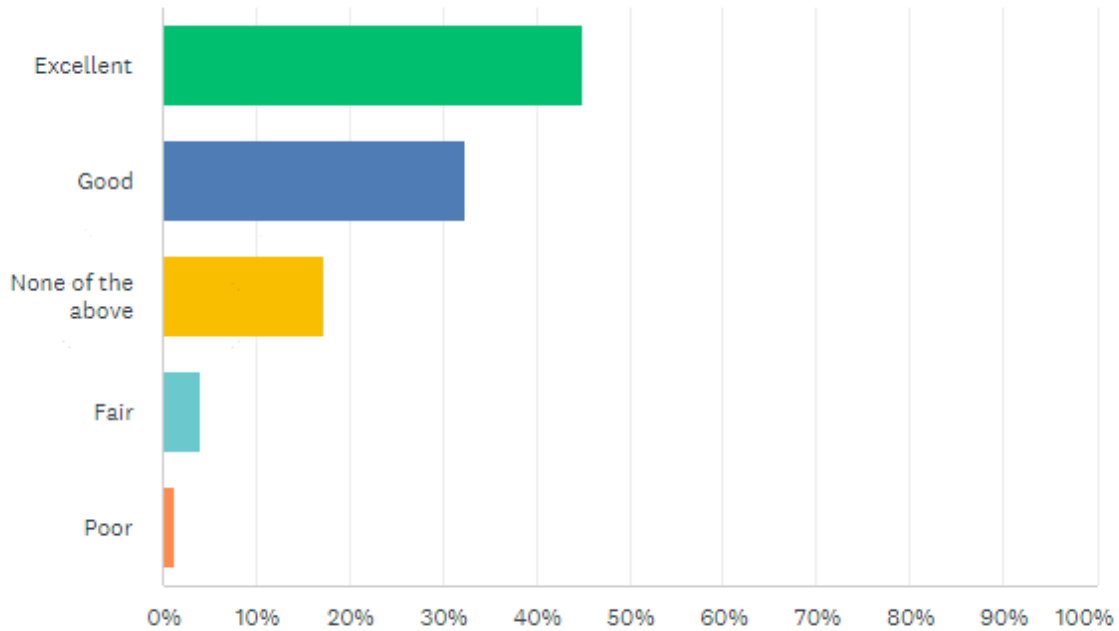
- Yes- (476 responses)
- No- (692 responses)
- Skipped Question – (36 clients)

**Question 5.** Clients were asked, “Which services did you or members of your household receive any services from the Madison County Community Development?” netted the top five responses:

- LIHEAP- (360 responses)
- None of the above- (252 responses)
- Rent or mortgage assistance - (83 responses)
- LIHWAP- (70 responses)
- Transportation assistance- (51 responses)

**Question 6.** Clients were asked; “Overall, how would you rate the services you or members of your household received from Madison County Community Development?” netted the following responses;

- Excellent- (44.92%)
- Good- (32.51%)
- Fair- (4.02%)
- Poor- (1.18%)
- None of the above (17.38%)



Clients were asked; “If selected fair or poor please explain” netted the following responses:

- I am still learning
- I don’t know about these programs
- Could have got more assistance
- There when I needed help
- Lack of resources
- Hard to get ahold of anyone
- They get things done
- No return calls
- Have not received services
- Fair
- Good
- I’ve had no problems
- I still have troubles surviving

Regarding customer satisfaction, it is hard to determine if clients rated Madison County Community Development or the delegated agency as MCCD contracts out most of its CSBG services.

The customer satisfaction results were very positive and clients strongly agreed among the questions asked regarding their interaction among agency staff and providing information on programs and services available.

Madison County is committed to helping those in need and strives to present services in a respectable way to each and every person at every office.

**Question 7.** Clients were asked, “In the past 12 months, from which agencies/organization in Madison County have you or members of your household received services?”

- Adult Education- (3 responses)
- Alternative Inc.- (1 Response)
- Ambulance (1 Response)
- BJC- (2 responses)
- Booth House- (3 responses)
- Buses DD Waiver Services- (5 responses)
- Catholic Charities- (36 responses)
- Centerstone- (3 responses)
- Challenge Unlimited- (3 responses)
- Chestnut- (5 responses)
- Child Care- (4 responses)
- Chouteau - (2 responses)
- Church- (7 responses)
- Collinsville Township- (3 responses)
- Collinsville Food Pantry- (15 responses)
- Community Care- (12 responses)



- County Clerk- (1 responses)
- Crisis Center (3 responses)
- DCFS- (2 responses)
- DHS-(58 responses)
- Driving Class- (1 responses)
- EBT- (5 responses)
- Edwardsville Main Street Community Center- (3 responses)
- Edwardsville License Plates- (1 responses)
- Electric-(1responses)
- ERAP- (2 responses)
- Food- (31 responses)
- Food Stamps- (6 responses)
- FSVNA- (1 responses)
- Gas Voucher- (2 responses)
- Gateway Opportunity - (1 responses)
- Granite City Housing Authority -(3 responses)
- Glasses - (1 responses)
- Glen Ed- (1 responses)
- Granite City Township- (4 responses)
- Help at Home- (1 responses)
- Helper Bees- (1 responses)
- Here (5 responses)
- Highland Area Christian Service Ministry (75 responses)
- Home Health Worker (1 response)
- Hope Center (16 responses)
- Housing Assistance (5 responses)
- Housing Authority (4 responses)
- HUD (3 responses)
- Impact, CIL (1 response)
- Land Of Lincoln (1 response)
- Lewis and Clark Community College (2 responses)
- LIHEAP (88 responses)
- Link Card (7 responses)
- LIHWAP (5 responses)
- Madison County Townhall (2 responses)
- Madison County Community Development MCCD- (57 responses)
- Meals on Wheels (4 responses)
- Medicaid (4 responses)
- Medical Card (2 responses)
- Myself (1 responses)
- New Medical Clinic (1 responses)
- New Shining Light Church (20 responses)
- None (218 responses)
- Operation Blessing (10 responses)

- OSF St. Anthony's (1 response)
- Pantry (3 responses)
- PIPP (3 responses)
- Red Cross (1 responses)
- Renovation of Chapman St Township Center (1 response)
- Rental Assistance (4 responses)
- Riverbend (1 response)
- Salvation Army (35 responses)
- Section 8 (1 response)
- Senior Meals (1 response)
- SNAP (20 responses)
- Social Security (3 responses)
- Soup N Share (23 responses)
- Senior Services Plus SSP- (13 responses)
- St. Mary's Catholic Church (1 response)
- TANF (1 response)
- Taxes (1 response)
- Township (2 response)
- Transportation (1 response)
- Treasure (1 response)
- TWIGS (1 response)
- United Way (1 response)
- Urban League (18 responses)
- VAC (5 response)
- Venice Township (5 responses)
- Weatherization (2 responses)
- WIC (2 responses)
- WM BeDell ARC (13 responses)
- Yes (7 responses)
- This question was skipped 388 times

**Question 8.** Clients were asked, "Which of the following challenges or barriers have you or members of your household experiences accessing services?"

- Lack of transportation- (346 responses)
- Location of services- (114 responses)
- Time services available not convenient- (123 responses)
- Language barrier- (13 responses)
- Time from scheduling appointment to receiving services too long- (105 responses)
- None of the above (366 responses)
- Other (79 responses)

**Question 9.** Clients were asked “Which services, if any, have you or members of your family needed that were not available in Madison County?” netted the top four responses:

- Housing issues – finding safe, affordable, repairs, homeless, furniture (1 response)
- Transportation issues – no car, repairs, no driver’s license, fees, gas money, bus passes (1 response)
- Child development (1 response)
- All Services Available (1 response)

### ***Health Needs***

**Question 10.** When clients were asked which health needs could they or their family use help with, finding health or dental care with 23.76%. Next was finding affordable health and dental insurance for clients over 18 with 21.60%, 19.71% of respondents said paying for medical expenses (e.g., medical/dental checkups, prescriptions, glasses, hearing aids, wheelchairs, Next was mental health treatment including treatment for stress, depression or anxiety received 17.01%. Getting medical care and/or insurance for a child had 3.87% responses and Getting treatment for physical, emotional, or sexual abuse had 2.79% responses. Drug or alcohol treatment had 2.25% responses and getting family planning or birth control had 2.07%. There were ninety-three clients who did not answer this question.

### ***Housing Needs***

**Question 11.** When asked which housing needs could they or family use help with, respondents said that paying rent or mortgage, rent/deposits/application fees was the most common housing need at 20.34%. Finding affordable housing received 15.88%, making home more energy efficient 14.54%; and yard work, snow removal, laundry, or housework received 12.93% of responses. Qualifying for a loan to buy a home received 12.76% and down payment/closing cost to buy a home received 11.95%. Learning basic home repair/property maintenance skills received 9.01%, renter/tenant rights and responsibilities education received 6.78%, changes to home for a person with disabilities received 6.42%, home ownership education received 6.07%, and finding emergency shelter received 4.37%.

### ***Employment Needs***

**Question 12.** When clients were asked which employment needs they could use help with; 16.06% of respondents said Finding a full-time job; Getting appropriate clothing or equipment (e.g., tools) for a job had 9.45%, Applying for jobs had 9.45% and Training/education for a job had response of 8.62%. Writing a resume has responses of 8.07%, finding childcare had responses of 6.42%, and learning how to interview for a job had responses of 4.95%.

### ***Education Needs***

**Question 13.** Clients responded that the most common educational needs that could help them or a family member 11.25% stated learning how to use a computer, Getting a 2-year or 4-year college degree had 9.72%, Obtaining a high school diploma or GED/HSED had 8.14% responses and Information about technical school programs or apprenticeships had 5.95% responses. Improving communication or language skills had 5.12% responses, completing college aid forms (e.g., FAFSA) had 2.38% responses, and learning English as a second language has 0.91% responses.

### ***Child Care and/or Child Development Needs***

**Question 14.** When clients were asked which childcare and/or child development needs could they or their family use help with, 10.61% paying for school supplies, fees or activities, 8.21% paying for child care, 7.01% finding affordable, quality, licensed child care in a convenient location, 6.21% finding evening, nighttime, weekend or before/after school child care. Finding childcare for children ages 0-3 had 3.50% and finding quality preschool for children ages 3-5 received 3.90%. 3.30% screening for early intervention services (speech, developmental, mental, and physical) and 2.70% caring for children ages 0-3 at home. Two hundred-five clients did not respond to this question.

### ***Financial and/or Legal Needs***

**Question 15.** When clients were asked which financial and/or legal needs could they or their family use help with, 22.73% of respondents said problems with paying bills, such as utilities or credit card. Paying unexpected or emergency expenses had 20.55% responses, Budgeting and managing money had 16.27% responses, getting clothing, shoes, or personal care items like soap, diapers, and toilet paper had 16.00%, and Getting basic furniture, appliances, or house wares had response of 11.00%. Problems with a credit card or loan company had 5.45%, filling out tax forms had 5.18%, and expunging a criminal record had 4.91%.

### ***Food and Nutrition Needs***

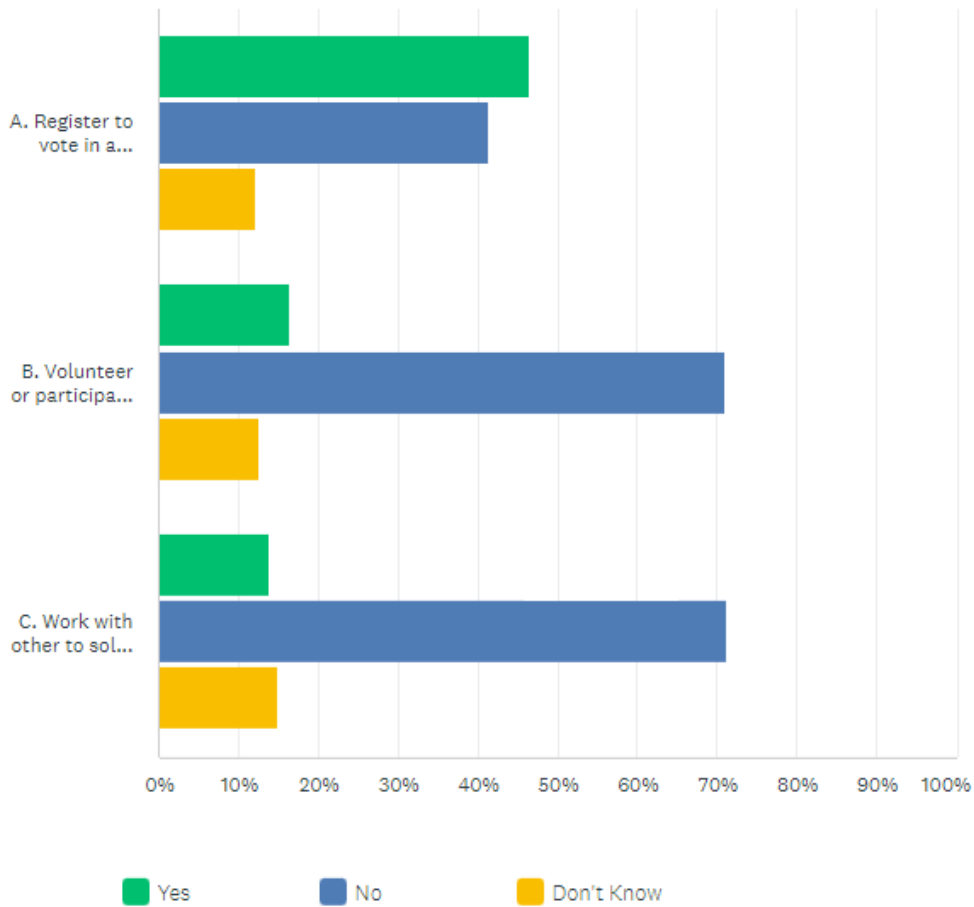
**Question 16.** When clients were asked which food and nutrition needs could they or their family use help with, 37.79% of respondents said that Getting food or food assistance, Learning how to shop and cook for healthy eating or dietary restrictions (e.g., gluten free) had 9.33%, Getting meals delivered to your home for a senior or disabled individual had 8.87% responses and Getting access to senior congregate meal sites (meals served in a group setting) received 3.66% responses.

### ***Parenting and/or Family Support Needs***

**Question 17.** When clients were asked which parenting and/or family support needs could you or your family use help with, 24.68% said paying for car repairs, 23.32% said paying for car insurance, Registration or license fees and 20.33% said buying a dependable car. Having access to transportation had 19.42% and how to help a child coping with emotional issues had 8.44% responses. Learning how to set goals and plan for your family had 6.62%, disciplining a child more effectively had 3.45% and talking to a child about inappropriate behavior/addressing a child's inappropriate behavior (e.g., bullying, drugs, and sex) had 3.18%. One hundred and two clients did not respond to this question.

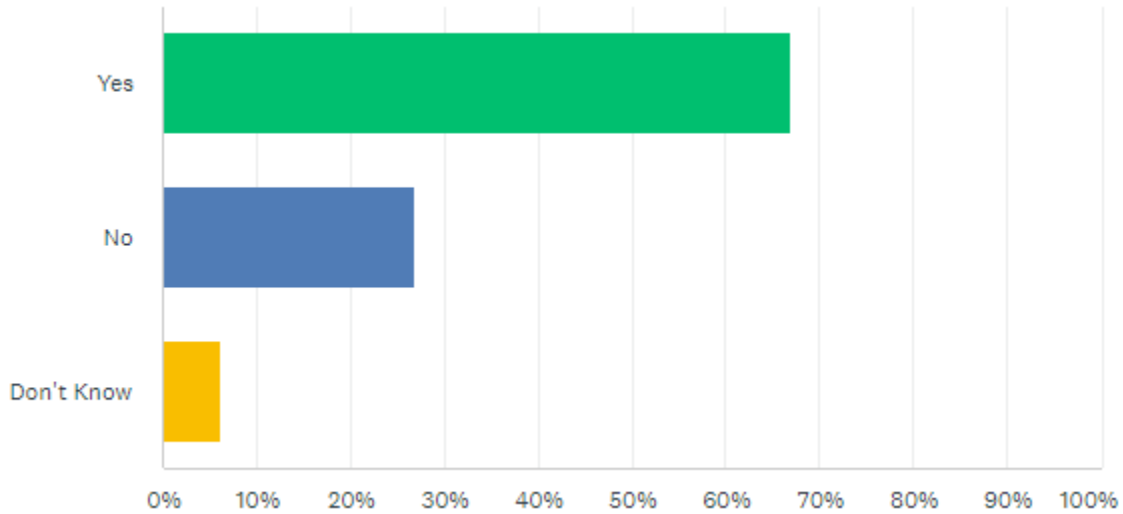
**Question 18.** In the past 12 months, did you or someone in your household participate in the following activities?

	Yes	No	Don't Know
Register to vote in a local state or national election	46.38%	41.41%	12.21%
Volunteer or participate in an organization, association, or group such as PTA, Kiwanis, or church group?	16.37%	71.00%	12.63%
Work with others to solve a community problem?	13.85%	71.25%	14.89%



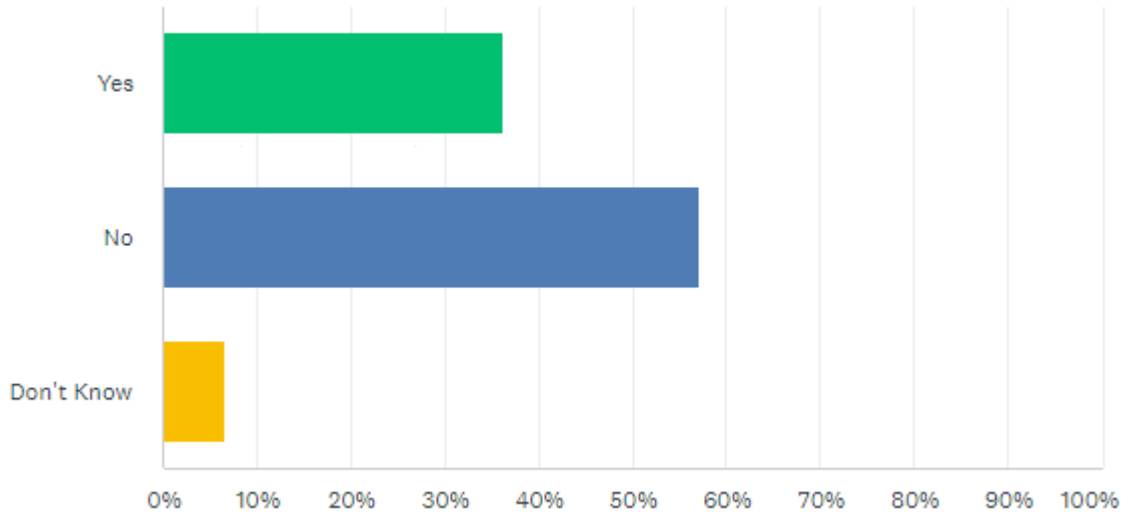
**Question 19.** Clients were asked, “Do you have high-speed internet access at home via a smartphone, tablet, iPad, desktop or laptop computer or other devices?” netted these responses:

- Yes 66.88% - 749 responses
- No 26.88% - 301 responses
- Don't know 6.25% - 70 responses



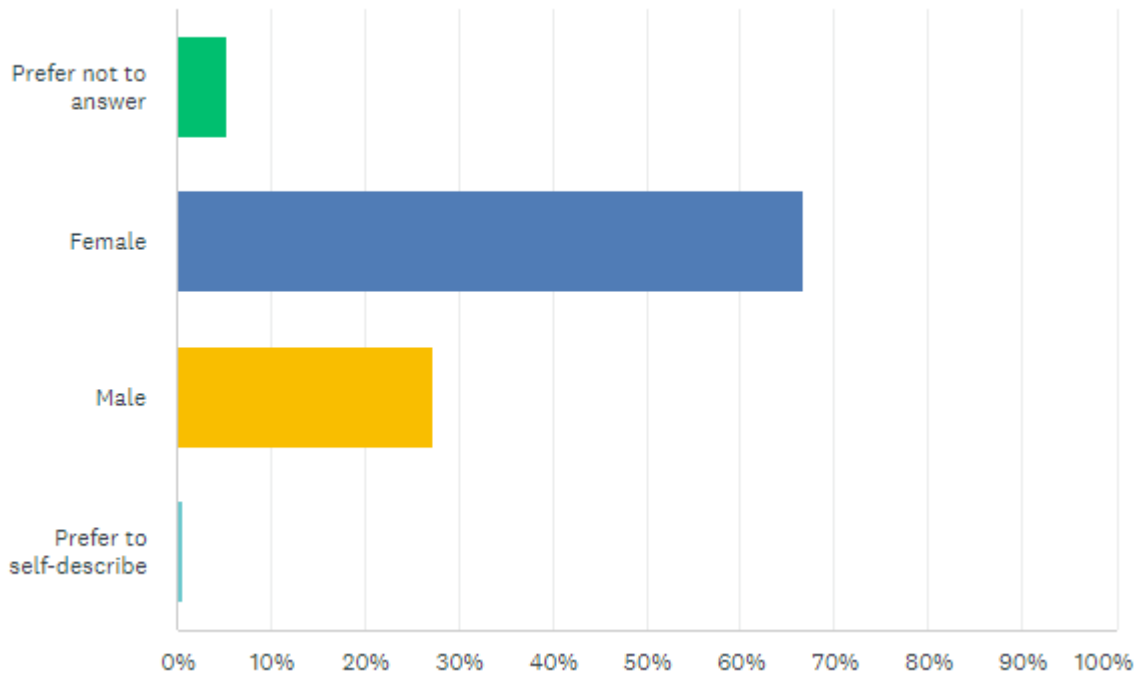
**Question 20.** Clients were asked, “Do you receive reduced price internet service?” netted these responses:

- Yes 36.25%
- No 57.24%
- Don't Know 6.51%



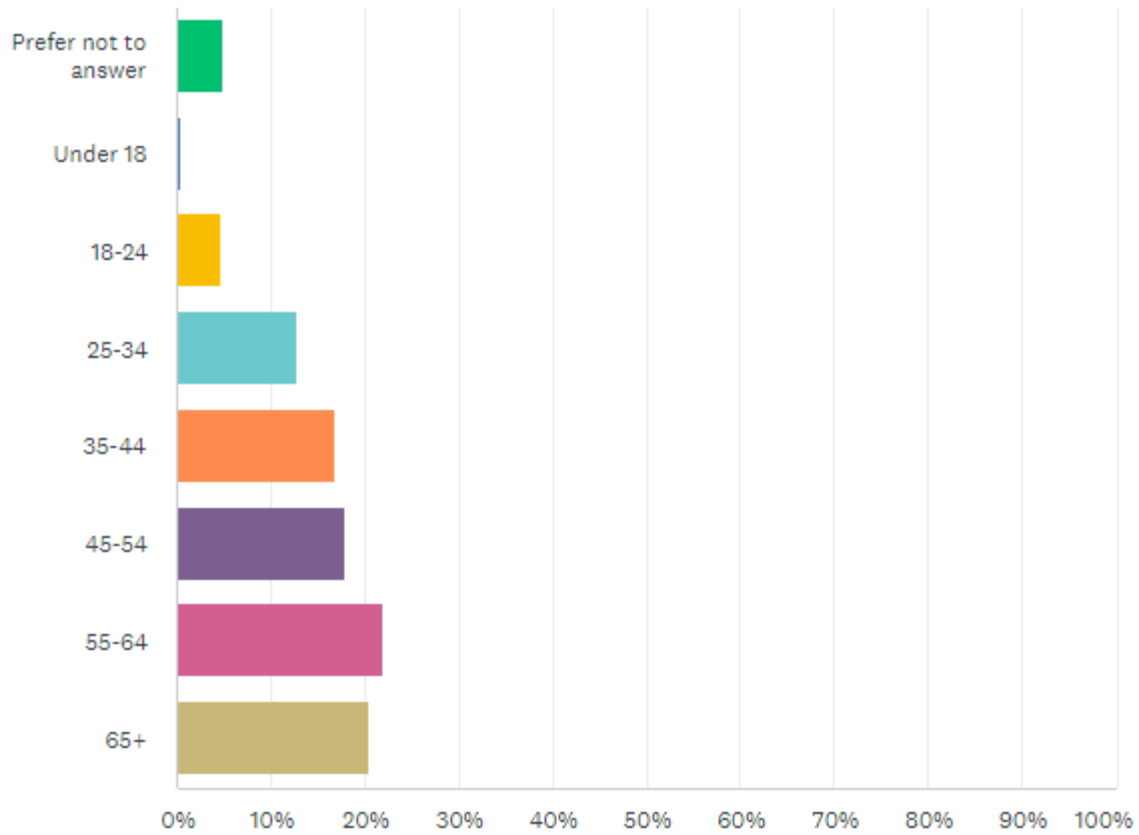
**Question 21.** Clients were asked, “What is your gender?” netted these responses:

- Female 66.67%
- Male 27.35%
- Preferred not to answer 5.36%
- Prefer to self-describe 0.62%



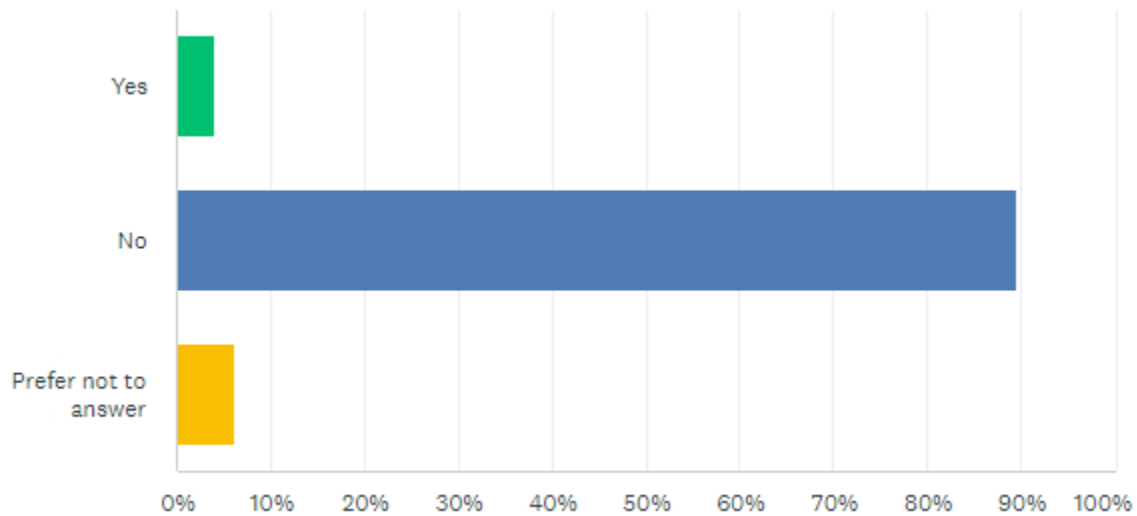
**Question 22.** Clients were asked “What is your age?” netted these responses:

- Under 18 6
- Age 18-24 54
- Age 25-34 146
- Age 35-44 193
- Age 45-54 206
- Age 55-64 252
- Age 65+ 234
- Prefer not to answer 56



**Question 23.** Clients were asked, “Are you of Hispanic, Latinx, or Spanish origin?” netted these responses:

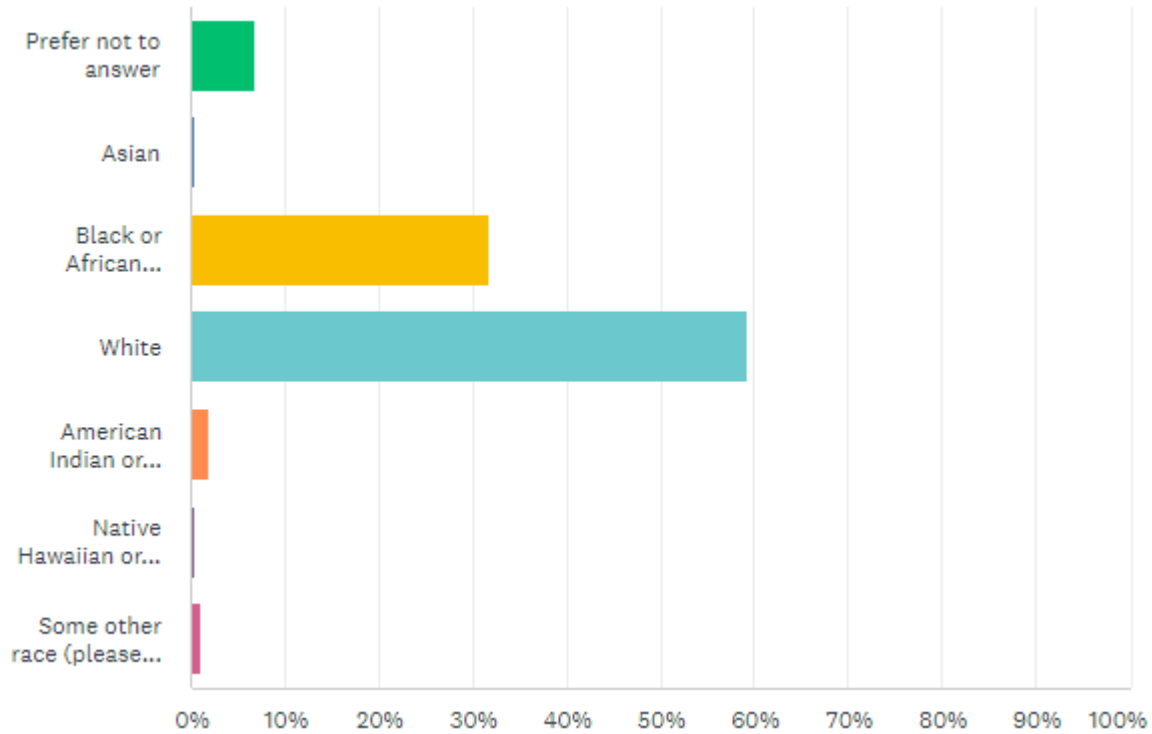
- Yes 4.13%
- No 89.62%
- Prefer not to answer 6.24%





**Question 24.** Clients were, asked “What is your race?” netted these responses:

- White 59.35%
- Black or African American 31.75%
- American Indian/Alaskan Native 1.85%
- Native Hawaiian or Pacific Islander 0.35%
- Asian 0.53%
- Some other race 1.15%
- Prefer not to answer 6.79%

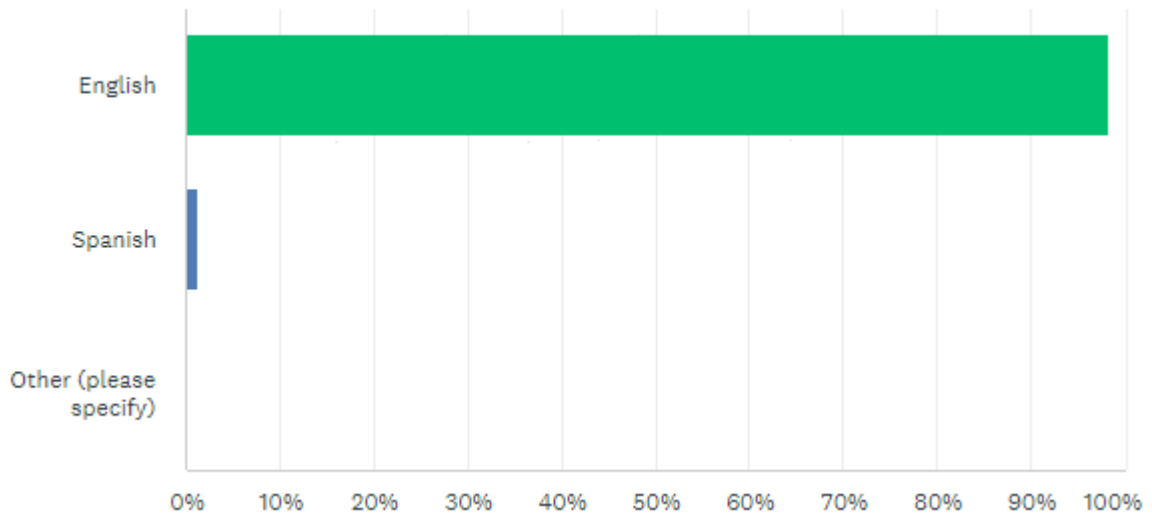


**Question 25.** Clients were asked, “How many people live in your household?” netted these responses:

- 0 0.09%
- 1 32.40%
- 2 24.03%
- 3 17.37%
- 4 11.16%
- 5 6.48%
- 6 4.59%
- 7 1.89%
- 8 1.35%
- 9 0.36%
- 10 0.09%
- 20 0.09%
- Assisted Living 0.09%

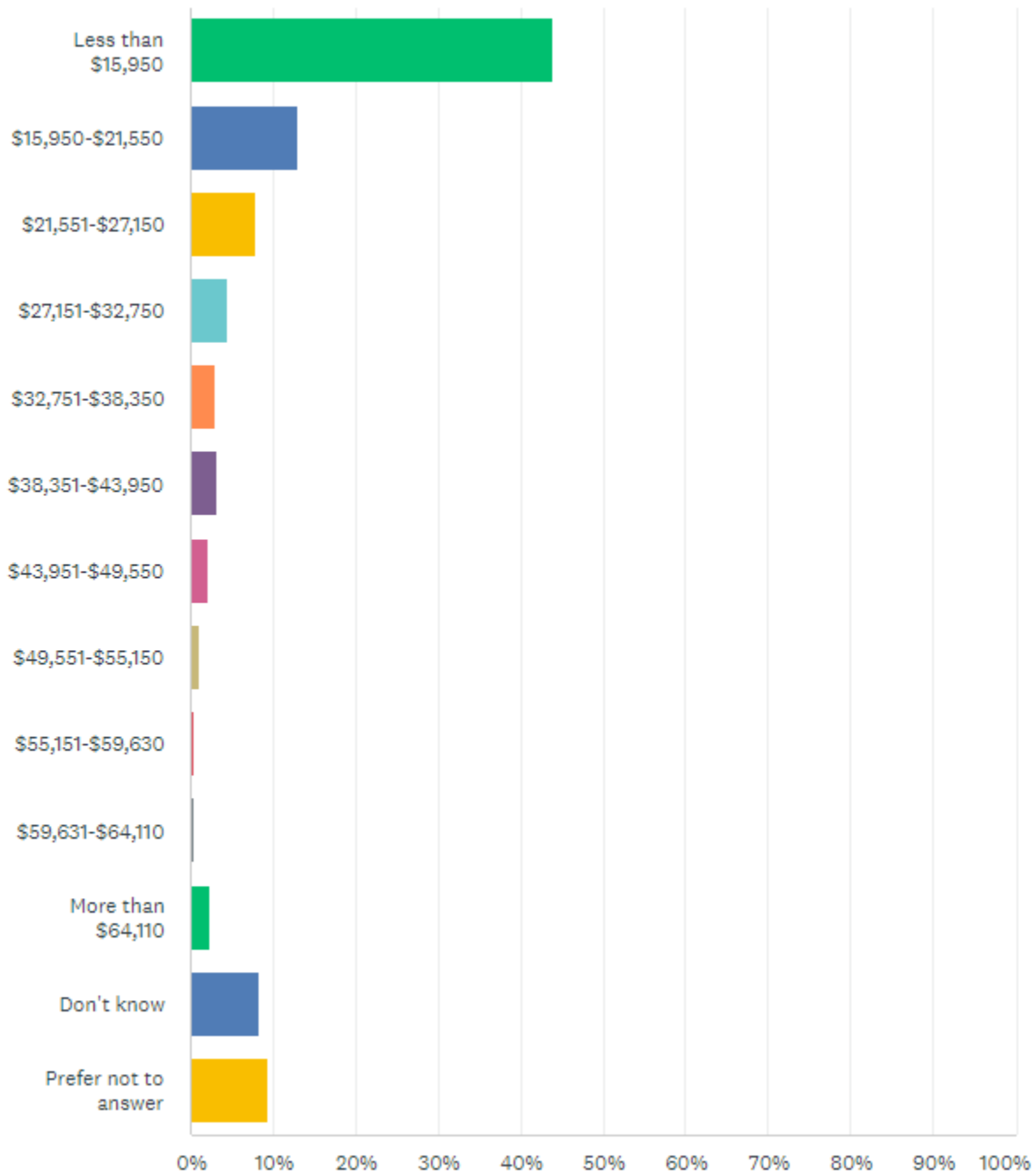
**Question 26.** Clients were asked, “What is the primary language spoken at home?” netted these responses:

- English: 98.40%
- Spanish: 1.34%
- Other: 0.27%



**Question 27.** Clients were asked, “What is your annual income?” netted these responses:

- < Less than \$15,950 43.99%
- \$15,950-\$21,550 12.99%
- \$21,551-\$27,150 7.99%
- \$27,151-\$32,750 4.57%
- \$32,751-\$38,350 3.07%
- \$38,351-\$43,950 3.25%
- \$43,951-\$49,550 2.19%
- \$49,551-\$55,150 1.05%
- \$55,151-\$59,630 0.53%
- \$59,631-\$64,110 0.44%
- More than \$64,110 2.28%
- Don't know 8.34%
- Preferred not to answer 9.31%



## 2. Community Stakeholder Needs Assessment

The community stakeholder needs assessment (Appendix B) was distributed electronically during the month of May 2023. Email distributions were sent to the CSBG partnership, Madison County Network, Continuum of Care/Partnership to End Homeless network, and a variety of local stakeholders including mayors, township supervisors, fire departments, police departments, educators, contractors, banking institutions, judges, board members, and health care institutions.

<b>Question 1. Name of Organization</b>	<b>Number of Respondents</b>
1 <sup>st</sup> MidAmerica Credit Union	2
Adult Education	1
Alhambra Township	1
All City Harrison Electric INC.	1
American Portfolio Mortgage Corp.	1
Barbara A. Overton	1
Believe You Can Counseling	1
Bethalto CUSD 8	1
Brightpoint	1
Centerstone of Illinois	1
Chouteau Township	1
City Of Alton	1
City Of Collinsville	2
City Of Edwardsville	4
City of Highland	1
City of Venice	1
City of Wood River	2
Collinsville CUSD 10	4
Collinsville Fire Department	2
Collinsville Police Department	2
Community Hope Center	2
Diane Hayes Evangelistic Ministries	1
Dorsey Fire Department	1
Dream Center of Alton	1
East Alton Fire Department	1
East Alton School District	1
Eden Church	1
Edwards Interpreting	1
Edwardsville CUSD 7	1
Edwardsville/Glen Carbon Chamber of Commerce	1
FCB Bank	1
Flat Branch Home Loans	1
Fosterburg Fire Department	1
Granite City	1
Granite City Park District	1
Granite City Police Department	1
Guardian Angel Food Pantry	1
Hartford Police Department	1
Heneghan & Associates	1

Highland Area Christian Service Ministry	2
Highland CUSD 5	2
Highland Meals on Wheels	1
Highland Parks and Recreation	2
Holiday Shores Fire Department	1
Homestead Financial Mortgage	1
Housing Authority City of Alton	1
Human Right Authority	1
Impact, CIL	2
Jarvis Township	1
Land of Lincoln Legal Aid	4
Lewis and Clark Community College	6
Madison County Catholic Charites	3
Madison County Housing Authority	2
Madison County PEP Committee	1
Madison County Transit	1
Madison County Urban League	2
Madison CUSD 12	2
Marine Township	1
Maryville Fire Department	1
Meadowbrook Fire Department	1
MERS Goodwill	1
Mitchell Public Water District	1
NAACP/American Legion Post 354	1
New Douglas Township	1
Olive Fire Department	1
Operation Blessing	1
Pontoon Beach Police Department	1
Riverbend Family Ministries	2
Riverbend Head Start & Family Services	4
Rosewood Heights Fire Department	1
Ross Excavating	1
Roxana Police Department	1
Salvation Army/Booth House	3
Senior Services Plus	1
SIUE Counseling Services	1
Soup-N-Share Outreach	1
Southern Illinois University Edwardsville	3
State Rep. Amy Elik	1
St. Boniface Catholic School	1
St. Francis Way Clinic	1
St. Jacob Park District	1
Superior Home Loans LLC	1
The Village of New Douglas	1
Touchette Regional Hospital	1
Town of Alton	1
Triad CUSD 2	1
USA Mortgage	1
Venice Fire Department	1

Venice Park District	1
Village of Bethalto	1
Village of East Alton	1
Village of East Alton Park District	1
Village of Glen Carbon	1
Village of Grantfork	1
Village of Hamel	1
Village of Hartford	1
Village of Maryville	1
Village of South Roxana	1
Village of Williamson	1
Village of Worden	1
William M. BeDell ARC	1
Wood River Fire Department	1
Youthbuild Americorps	2

<b>Question 2. Position in Organization</b>	<b>Number of Respondents</b>
Adjutant	1
Administer	1
Board Member	1
Branch Manager	1
Case Worker	3
Center Operations Coordinator	1
Centerstone of Illinois	1
CEO	3
Chairman	1
Chief Administer	2
Chief of Police	7
Clerk	2
Client Service Director	1
Commissioner	1
Community Services Coordinator	1
Community Services Supervisor	2
Comptroller	1
Coordinator	1
Counselor	2
Crisis Advocacy Case Worker	1
Director	2
Director of Curriculum & Instruction	1
Director of Finance	1
Director of Parks and Recreation	3
Disability Rights Manager	1
District Manager	1

Economic Development Coordinator	2
Executive Director	9
Facility & Project Specialist	1
Financial Aid Assistant Director	1
Fire Chief	5
Fire Inspector	2
Founder	1
FSS Coordinator	2
Grant Administrator	1
Home Visitor	1
Independent Living Specialist	1
Intake Caseworker	2
Interim City Manager	1
Loan Officer	2
Madison CUSD 12	1
Manager of Housing and Program Development	1
Managing Attorney	1
Managing Director	1
Mayor	5
Mental Health Counselor	1
Mortgage Loan Organizer	1
Office Manager	2
Olive Fire Protections District	1
Operations Director	1
Owner	2
Paralegal	1
Parks and Recreation Superintendent	1
President	5
Principal	1
Program Manager	3
School Counselor	1
Secretary	2
Senior Pastor	1
Shelter Program Director	1
Sign Language Interpreter	1
Social Worker	1
Southern Illinois University	2
Sr. Director of Development	1
Sr. Mortgage Consultant	1
Sr. Vice President	2
Staff Counselor II	1
State Representative	1

Superintendent	6
Supervisor	3
Support Staff	1
Trustee	1
Venice Fire Department	1
Village Administrator	2
Village Clerk	1
Village Engineer	1
Village President	3
Village Trustee	1
VP Mortgage Services	2
William M. BeDell ARC	2

**Results**

Madison County collected 141 surveys from a variety of community stakeholders. Stakeholders were asked to provide feedback on the needs and availability of services to low-income residents in their community.

<b>Question 3. Description of Organization</b>	<b>Number of Respondents</b>
Human/Social Service	19
Medical	0
Behavioral Health	5
Education	23
Local Government	38
Law Enforcement	7
Judicial	1
Housing	6
Faith-based	7
Other	35

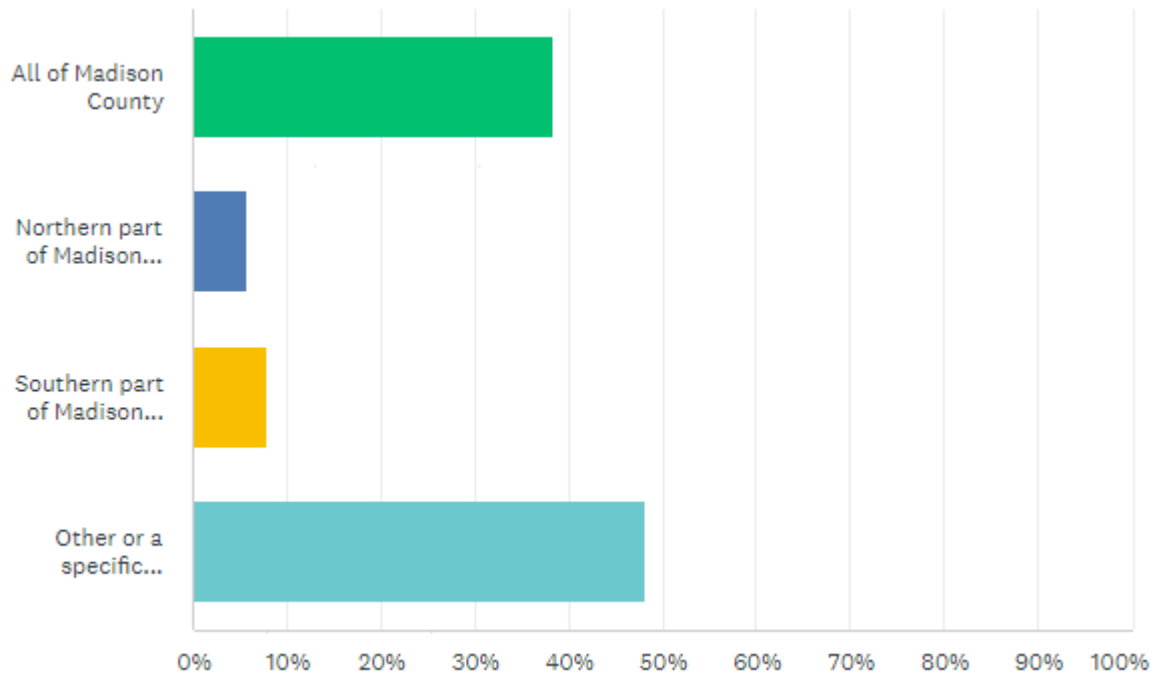
Stake holders were asked, **Question 4.** "Which geographic Region does the organization serve?" Which netted the following responses:

- All of Madison County- 54 responses
- Northern part of Madison County- 8 responses
- Southern part of Madison County- 11 responses
- Other or a specific town(s) included:
  - Marine Township
  - City of Wood River and Neighboring Areas
  - Alton Township Only
  - Village of East Alton, IL and local communities
  - Granite City
  - Troy, Marine, and St. Jacob



- Southwest Madison County
- Collinsville
- Foster Township
- Bethalto School District
- HCUSD 5, Marine and St. Jacob
- City of Wood River
- Granite City Park District
- City of Edwardsville
- East Alton
- The 16 townships in the Madison County Transit District
- Roxana
- Moro Township
- SIUE Students Edwardsville and surrounding counties
- Glen Carbon
- Mostly Edwardsville-Glen Carbon-Maryville Area
- Collinsville
- Village of South Roxana
- East Alton
- Edwardsville
- Jarvis Township
- Madison, Calhoun, Jersey, Macoupin counties
- Worden
- Highland Area
- Southeastern Part
- Based in Clinton Co., serving clients from Madison and St. Clair
- Northeastern
- Unincorporated Area (Rosewood Heights)
- Edwardsville
- East Alton, Roxana, Wood River and Hartford
- Maryville
- Eastern part of Madison County
- All of Illinois
- Highland, St. Jacob, Marine and Grantfork
- Collinsville Corporate Limits
- South Western part of Madison County
- Madison and St. Clair Counties
- Collinsville
- Livingston
- Grantfork
- Meadowbrook
- Venice and surrounding communities
- Alton
- Village of Pontoon Beach
- Wood River, Chouteau and Ft. Russell Townships
- City of Edwardsville
- Glen Carbon

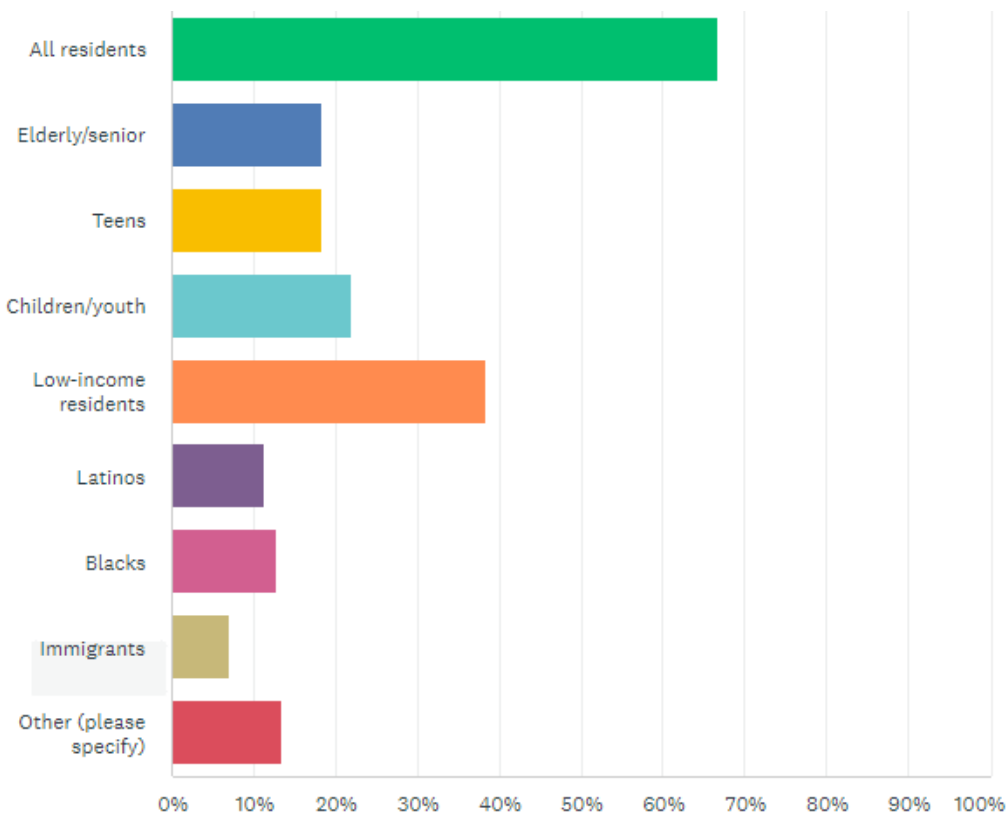
- Village of Williamson
- No Boundaries (Members from 43 Zip Codes)
- Mitchell, Granite City
- Madison, Bond and Jersey County
- Village of Hartford
- Collinsville
- Alhambra Township and the Village of Alhambra
- Collinsville
- Madison and Part of Venice
- Eastern (Highland)
- Western Madison County
- East Alton
- Highland School district, Marine and St. Jacob
- Maryville and surrounding communities as needed
- Bethalto



**Question 5.** What is the primary population(s) the organization serves?

- All residents
- Elderly/Senior
- Teens
- Children/youth
- Low-income residents
- Latinos
- Blacks

- Immigrants
- Other
  - Anyone who is returning home from jail or prison or been impacted by the criminal justice system
  - Deaf, Hard of hearing, and deaf blind
  - Students of various backgrounds and economic statuses
  - Traditional and non-traditional college students
  - 16–24-year-olds, opportunity youth
  - Parents of children birth-3 and pregnant women
  - Substance use disorders and mental health
  - Intellectually disabled in Madison and surrounding counties
  - Person with various disabilities
  - DV survivors
  - Whites
  - Homeless, Low Income
  - Businesses & Non- Profit Organizations
  - 17–24-year-olds
  - Vulnerable children under age 5 and their parents including pregnant women



**Question 6.** The question “What is the greatest challenges low-income residents in Madison County face?” Netted the top five following responses:

- Housing 29.71%
- Childcare 2.17%
- Employment 8.70%
- Health/Mental Health 12.32%
- Education 2.17%
- Food/Nutrition 2.17%
- Financial Issues 30.43%
- Transportation 2.17 %
- Other 10.14%
  - Literally, all of the above, and probably in equal increments.
  - Childcare, dental, and transportation are barriers for individuals
  - Utilities
  - Money to update their houses or take care of their house when a problem arises

### ***Health Needs***

**Question 7.** Stakeholders were asked, “What are the top three aspects of health with which low-income residents in Madison County need assistance?” The top three answers were:

- Mental health treatment including treatment for stress, depression, or anxiety 74.42%
- Paying for medical expenses (e.g., medical/dental checkups, prescriptions, glasses, hearing aids, wheelchairs) 54.26%
- Drug and alcohol treatment 42.64%

### ***Housing***

**Question 8.** Stakeholders were asked, “What are the top three aspects of housing with which low-income residents in Madison County need assistance? The top 5 responses were:

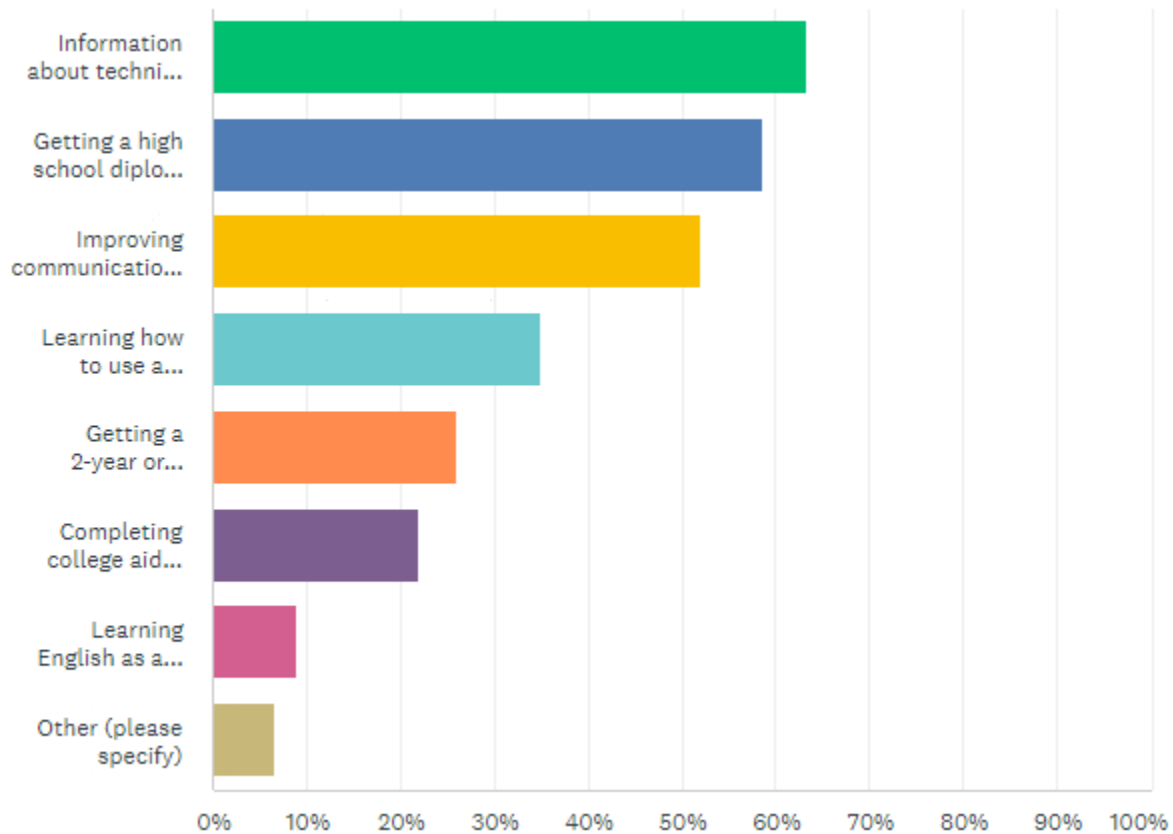
- Finding affordable housing 77.17%
- Paying rent or mortgage, rent deposits/application fees 58.27%
- Finding emergency shelter 34.65%
- Qualifying for a loan to buy a home 22.83%
- Renter/tenant rights and responsibilities education 19.69%

### ***Employment***

**Question 9.** When stakeholder respondents were asked, “What are the top three aspects of employment with which low-income residents in Madison County need assistance?” The response was Finding child care with 62.10%. Stakeholders selected training/education for a job with 56.45%, Finding a full-time job 47.58%, Applying for jobs had 33.06 %, and learning how to interview for a job 33.06%. Other responses were getting appropriate clothing or equipment (e.g., tools) for a job, writing a resume, transportation to get to the job, living wage jobs, transportation, keeping a job, and remote jobs.

## ***Education***

**Question 10.** When stakeholders were asked “What are the top three aspects of adult education with which low-income residents in Madison County need assistance?”, the response was 63.41% selected information about technical school programs or apprenticeships, 58.54% selected getting a high school diploma or GED/HSED, 52.03% selected improving communication or language skills, 34.96% selected learning how to use a computer and 26.02% said getting a 2-year or 4-year college degree. 21.95% completing college aid forms and 8.94% learning English as a second language.



## ***Childcare and child development***

**Question 11.** Stakeholders were asked, “What are the top three aspects of childcare and child development with which low-income residents in Madison County need assistance?” The top three responses were:

- Finding affordable, quality, licensed childcare in a convenient location 82.50%
- Paying for childcare 73.33%
- Finding evening, nighttime, weekend or before/after school childcare 52.50%

## ***Financial and/or Legal Needs***

**Question 12.** Stakeholders were asked, “what are the top three aspects of financial/legal (income management) with which low-income residents in Madison County need assistance?” The results were:

- Budgeting and managing money 70.94%
- Problems with paying bills, such as utility or credit cards 53.85%
- Paying unexpected or emergency expenses 40.17%
- Problems with child custody or support 17.95%
- Expunging a criminal record 15.38%
- Getting clothing, shoes, or personal care items like soap, diapers, and toilet paper 15.38%
- Foreclosure/bankruptcy/repossession problems 13.68%
- Getting legal help when denied public benefits 13.68%
- Problems with a credit card or loan company 12.82%
- Opening a checking or savings account 11.11%
- Filling out tax forms 5.98%
- Getting protection in a domestic violence situation 5.98%
- Problems with payday or title loans 4.27%
- Getting basic furniture, appliances, or house wares 3.42%
- Deportation or immigration legal issues 1.71%
- Other 2.56%
  - Offer discounted financial education courses
  - Basic procedures to secure legal help
  - Evictions based on non-payment of rent

### ***Food and Nutrition Needs***

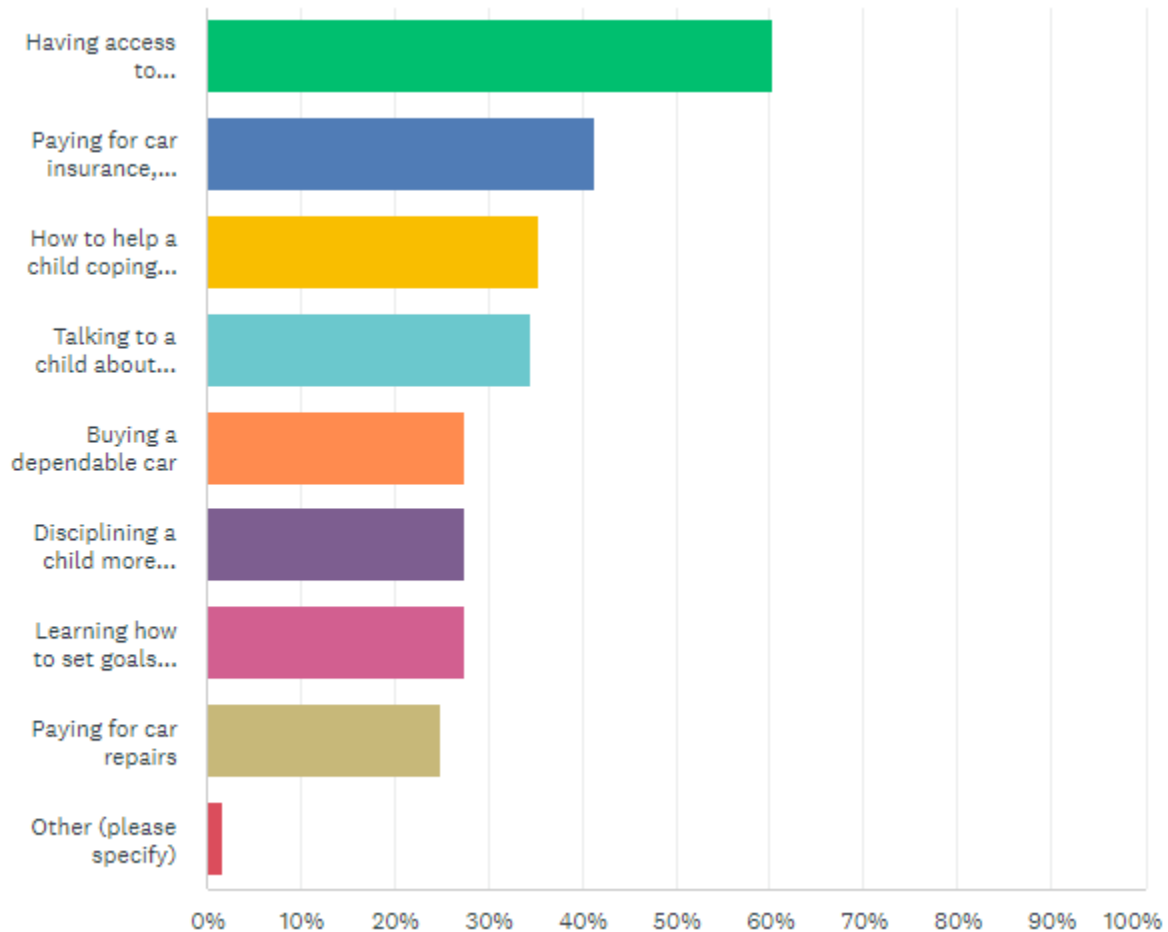
**Question 13.** Stakeholders were asked, “What are the top three aspects of food and nutrition with which low-income residents in Madison County need assistance?” Which netted the following responses:

- Getting food or food assistance 75.21%
- Learning how to shop and cook for healthy eating or dietary restriction (e.g., gluten free) 65.81 %
- Getting meals delivered to your home for a senior or disabled individual 39.32%
- Getting access to senior congregate meal sites (meals served in a group setting) 19.66%
- Getting nutritious foods during pregnancy 17.09%
- Obtaining breastfeeding education and assistance 8.55%
- Other 17.09%
  - Access to high quality nutritious foods that are affordable. Maybe setting up community garden
  - Learning how to cook raw proteins, whole vegetables
  - Education on economical food purchases (e.g., prioritizing staple groceries over junk food and or eating out)
  - Transportation to food pantries
  - Having a full service grocery store within the village
  - How to budget for monthly food expenses
  - SNAP benefits are too low
  - Food getting delivered to families

### ***Parenting and/or Family Support Needs***

**Question 14.** When stakeholders were asked, “What are the top three aspects of family support with which low-income residents in Madison County need assistance?,” the top three responses were:

- Having access to transportation 60.34%
- Paying for car insurance, registration or license fees 41.38%
- How to help a child coping with emotional issues 35.34%



**Question 15.** The question, “What are the greatest challenges seniors/elderly in Madison County face?” netted the following responses:

- Accessibility
- Activity and engagement
- Affordable Health Care
- Affordable Housing
- Affordable nursing care
- Assistance
- Being alone

- Bills
- Cost of food
- Crime
- Crime and safety
- Deception
- Fixed income challenges that stop them from being able to purchase medications, food or home repairs.
- Fraud
- Home care-cleaning
- Home Repairs
- Insurance
- Learning technology
- Medicine Payment
- Mental Health
- None
- Quality in home care
- Stay in my home
- Taxes
- Transportation

**Question 16.** The question, “What are the greatest challenges teens in Madison County face?” netted the following responses:

- Addiction Recovery
- Addiction to screens and smart phones
- After school programs
- Career paths
- Crime Safety
- Drugs
- Education
- Sexual Abuse
- Food
- Grow Up
- Gun violence
- Health care
- Homelessness
- Housing
- Job Education
- Jobs
- Lack of motivation
- Mental Health
- Mentors/Mentorship
- None
- Parental Control
- Peer Pressure



- Planning for a successful future
- Safe Place
- Social media
- Somewhere to have fun
- Stay in school
- Transportation to jobs
- Violence

### ***Barriers***

**Question 17.** Stakeholders were asked, “Which of the following barriers do you think low-income residents experience accessing services?” The responses were:

- Lack of transportation 84.55%
- Location at services 60.91%
- Time services are available 46.36%
- Language barrier 12.73%
- Time from scheduling appointment to receiving services too long 40.91%
- Other 5.45%
  - Lawn mowing, home repair, fresh food access, senior center
  - Other administrative barriers for receiving services (eligibility, etc)
  - Ability to understand process/paperwork
  - Commitment of accepting responsibility for their actions
  - Consistent timely services and turnaround
  - Lack of daycare to take care of appointments without having to take kids along as well

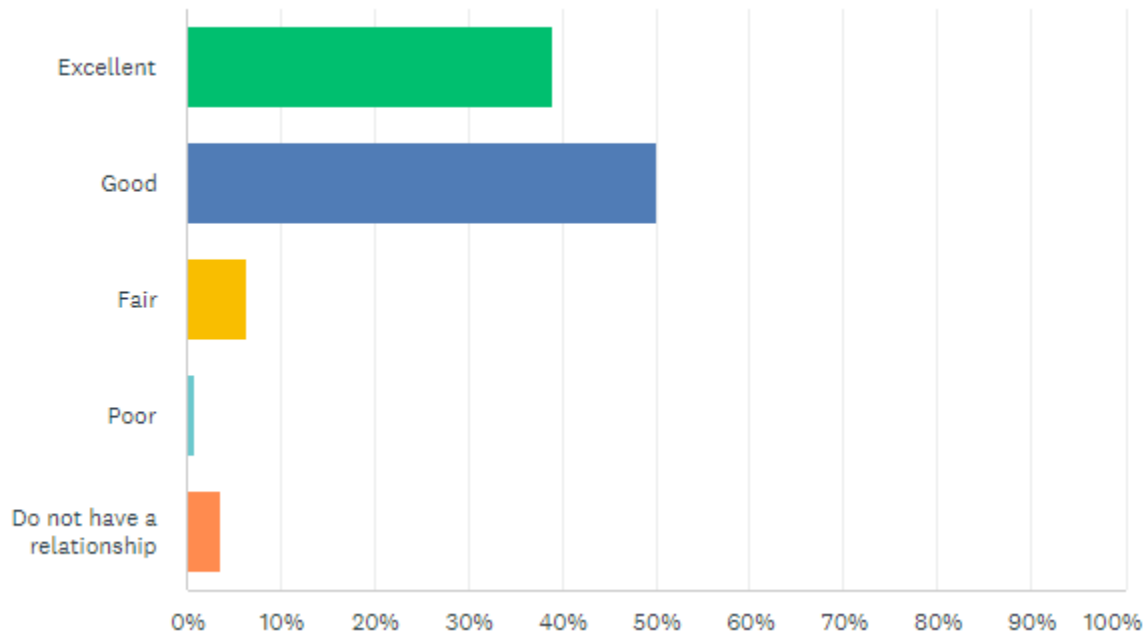
**Question 18.** The question, “Which services for low-income residents, teens, or seniors, if any, are needed, but not currently available in Madison County?” netted the following responses:

- One stop shop
- Air Conditioning Units
- Car Repairs
- Child Care
- Dental
- Emergency Shelter
- Equal opportunity
- Evening Service Hours
- Financial Education courses
- GED
- Group activities for seniors
- Healthcare
- Homeless Shelters
- Internet Services
- Job Skills

- Know the resources
- Legal Employment paperwork
- Legal services
- Meals
- Mental Health services
- Money
- More services in the rural areas
- Moving assistance
- Night care for children
- None
- Older workers bureau
- People to simply talk with
- Positive role models
- Qualified social workers
- Recreational outlets
- Safe Place
- Spanish speaking
- Subsidized Housing
- Substance abuse
- Supervised childcare at the courthouse
- Temporary housing assistance
- Transportation
- Youth Programs
- Youth Shelter

**Question 19.** The question “How would you rate your relationship with Madison County?” responses:

- Excellent- 39.09%
- Good- 50.00%
- Fair- 6.36%
- Poor- 0.91%
- Do not have relationship- 3.64%



**Question 20.** Stakeholders were asked, “How good a job is Madison County doing in meeting the needs of low-income residents?”

- Excellent 11.82%
- Good 49.09%
- Fair 22.73%
- Poor 6.36%
- Unsure 10.00%

Responses:

- I believe we could put more funding towards programs that work with teens, seniors, and those most vulnerable in our communities.
- Need more mental health supports
- The homelessness population seems to be at an all-time high
- Communication can always be improved
- Some get all the help while other get none/ it needs to be more balanced
- The county pushed all the services out of Edwardsville
- Seems they are doing the best they can with limited amount of resources
- Rarely do our homeless clients reach a live person when call the homeless referral line, or even a call back/ Limited options for homeless young adults for emergency housing assistance.
- Because of knowledge of some of the employees and how the residence of Madison County have been treated
- Northeastern Madison County had very few facilities, low-income housing, affordable transportation
- Few support programs
- Needs additional services in Eastern Madison County
- Financial Assistance Needed

- I still see many unhoused individuals that could benefit from mental health treatment and temporary housing
- Looking for support
- I don't see the services extended to our area of the county
- There is always room for improvement and better systems for paperwork
- I think we could have more communication to know what services are being offered
- I do not necessarily blame Madison County government but there is just a severe lack of affordable housing in the area, to the point where many of our clients are effectively homeless, even if they have a Section 8 voucher or can pay a good amount of rent.
- Always do better
- Madison County needs more beds for emergency and transitional housing
- Only hear from the county when the village reaches out

**Question 21.** The question "What suggestions do you have for changes or additions to the services provided by Madison County?" responses:

- None
- Fairer guideline for those who do need financial assistance/ more shelter for the homeless in town
- Additional services/ a more holistic wrap around the entire family
- Working with Madison County, workers from all different agencies have been helpful and have followed up after their service
- Access to bus tokens or bus pass for them to get to pantries
- Help with the homelessness issue
- Try to streamline access and cut red tape
- Stop giving the same people help over and over again without expecting them to change anything
- Should be a check system in place to ensure Madison County is not being scammed by residents of town abusing a system in place to help everyone
- Convert some houses or buildings into mini efficiency apartments to house those need housing due to a life crisis
- Many services only available with computer access/email/ many elderly don't have social media or access to email/scanner for uploading documents.
- Continue to look for opportunities to support low-income families in those areas that are not state, government funded. Car repairs, transportation, and access to care.
- Provided services in every city
- Provided financial education courses
- More public interactions and less computer surveys
- I think that the homeless crisis that is plaguing our country and our region needs to be tackled at the County and Regional level. I'd like to see Madison County take a hard look at how we can bring social workers in to help individuals break cycles of poverty and to help those who are experiencing a mental crisis.
- Enough staff to provide mental health services to youth, adults, and seniors. It seems we rely too much on the "law", not necessarily law enforcement, but politicians to pass laws

and solve problems. However, normally what happens is a law is passed and not funded, so no services are provided, but empty laws are on the books.

- Keep doing what you are doing and encourage other to see grant opportunities available to Madison County demographics
- I would love to serve alongside Madison County and help initiate 2<sup>nd</sup> chance opportunities that establish effective accountability with gained and demonstrated knowledge.
- Keep having these surveys to assess needs
- More promotion or exposure
- It'd be great to have someone man the homeless referral line during business hours to offer resources quickly
- Other counties have added dental services to their health department/ it would be great to see that so all residents would have access to dental care
- Parks should be the same as far as kiddie equipment, tennis courts, walk paths, etc.
- Help in the summer with utility bills
- Homeless Shelters
- Have help line available for after hours
- Now that ERAP funds are likely done for good, some rental assistance would be appreciated
- Talk to residents about their needs
- Be more active in coordination with resources that are available not just sitting in an office expecting opportunity youth to get to them
- Communication to smaller communities about opportunities for Madison County residents
- Reduce property taxes
- Offer more grants for low income to purchase home in the rural areas. Offer grants to start up business in rural areas.
- Housing and food supports
- Consistent and reliable services
- As a 1<sup>st</sup> responder who runs medicals call in my community, I feel are area has a need for much better mental health treatment. Many of the problems our residents in our county have to be helped with better mental health treatment
- Subsidized housing, homeless and transient services
- Help for people who have records
- Continue to explore collaborations and partnerships between communities, regional approach
- I think they are doing a great Job!
- Services to assist people who have no home
- Dental for adults and transportation are two key areas we could help out low income families
- Be more accessible. People should be able to access what they need
- Make mental health a focus
- More home MOD funds besides accessible ramps
- More dental services, childcare, Pre-K school for low income children- more housing for low income

- Try pushing people towards working and earning a living and making them feel like they are a good person
- More advertising for the services you provide
- More communication of resources
- More programs for teens and young adults to turn to instead of the streets
- Easier access to services needed
- We can't just chase unhoused persons out of one place if there is no place to put them
- Resource guide with all of the available resources for Madison County families
- Communication
- Car repair services and help with moving for elderly or disabled people
- Mental health workshops
- More staffing
- More programs for people to be successful and take care of their house and how to plan and save
- I would say more timely responses
- Just be creative in finding affordable ways to improve services without increasing taxes
- More public transportation in all areas of the county
- No changes: continue to work with local communities to meet these needs
- One stop shop
- Continue to help where and when you can, it is greatly needed and appreciated. Thank you!
- I think the county does a great job identifying and helping low to moderate income residents

**Question 22.** Stakeholders were asked, “What community issues in Madison County would you most like to see addressed?” netted the following responses:

- Public Transit
- Homelessness/emergency services
- More homelessness prevention resources
- None
- Transportation and youth services
- I would like to see the response time from request of mental health counseling to date of actual appointment shortened from 6-8 months out to within a couple weeks-month
- Increasing economic development so the population can get better jobs
- Displaced families
- Mental health and homelessness. The hotline is great for intakes but there are way too few place for people to find emergency shelter
- Standard email address for position vs. person. It is hard to keep up with constant changing staff
- Helping all communities not just Edwardsville
- Inclusiveness
- Drugs
- Provide housing assistance for transient, homeless, etc. but for services rendered (work) and participation in free adult educational courses (financial/budgeting, home repairs,

parenting, job application/resume training, etc.). Work could include temp jobs, custodial work, lawn maintenance, restaurant industry, warehouse employment, etc.

- Access to substance abuse counseling/classes / awareness for teens about opioids and fentanyl
- Mental Health
- Disparity between the classes
- Homelessness Teen sustainability projects education/training specific to the greatest needs in given communities of Madison County
- Housing affordability
- More mental health services and dental services that accept medicaid
- Block grants are by population I think should be to scale
- Nutrition
- Continue narkan access
- Warming Center
- Lower tax rates
- Crime
- Transportation barriers & obtaining vital documents
- Mental Health and Food
- Drug prevention and Utility assistance
- Increasing non-vehicular transportation from one community to another, and incentivizing small businesses to place a business along trails that are somewhat remote
- Community violence, substance abuse and community mental health
- Drug rehab, mental health, child day care assistance and job skill training
- We could use more daycares in our area
- More ability for seniors to interact socially
- Homelessness and drug trafficking
- Continued efforts to address homelessness, mental health, and affordable housing opportunities
- Drug addiction among teens and adults
- Affordable housing
- Child Care
- Things for teens to do
- Not enough housing for everyone in need
- The lack of affordable and accessible housing
- Roads are terrible!
- Open display of firearms with youth
- In home care for the elderly
- Mental health for everyone especially young children
- Cleaning up area around houses so they don't look like junk yards
- Fairness
- Nutrition/ access to healthcare/ professional guidance
- Senior employment wages with insurance expanded
- Zoning so shelters can be put in place. There are buildings, but zoning sometimes prohibits use for unhoused individuals
- More workshops for residents to get information
- Vocational job skills training

- More person to person social interaction
- Crime and drug control
- Crime spilling over from St. Louis, negatively affecting residents and businesses
- Teens
- Programs for teens
- Education opportunities
- Housing, prices of rentals, access to assistance with bills and easy access to transportation
- Accessing legal employment for Spanish speaking families
- Trails and trail access. Perhaps consider offering incentives to businesses that open near a trail that would service trail users experience.
- Continue the LIHEAP program; continue with rent assistance and support of food pantries. Emergency housing solutions.



### 3. Community Member Needs Assessment

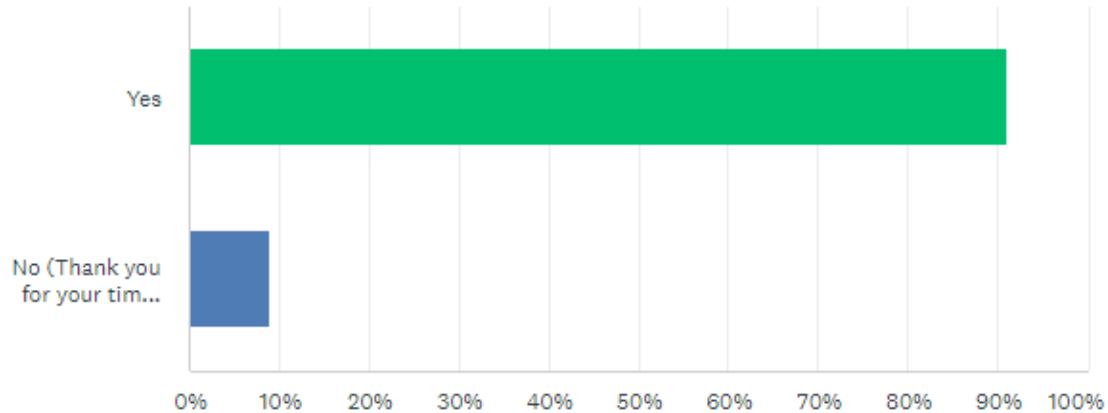
The community member needs assessment (Appendix C) was distributed electronically during the month of June and July 2023. Email distributions were sent to the Community service included members from faith-based organizations, restaurant owners, insurance companies, car dealerships, hair salons, libraries, laundromats, funeral homes, dialysis centers, doctors, and churches.

#### **RESULTS**

A total of 165 community members completed the Community Member Needs Assessment.

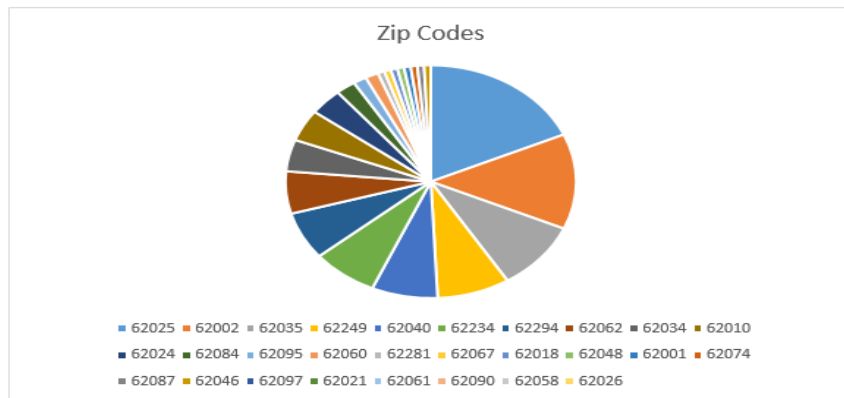
**Question 1.** Members were asked, “Do you live in Madison County?”

- Yes 90.96%
- No 9.04%



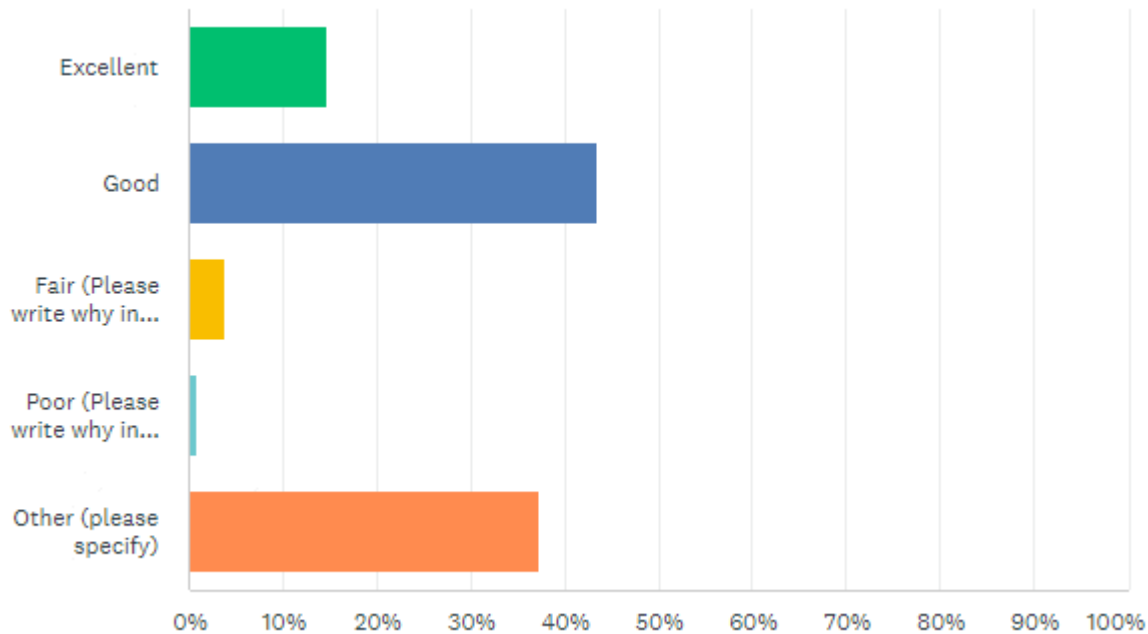
**Question 2.** Members were asked, “What is your zip code?” netted the top three responses:

- 62025- 25 responses
- 62002- 18 responses
- 62035- 13 responses



**Question 3.** Members were asked, “Overall, how would you rate the services you or members of your household received from Madison County Community Development?”

- Excellent- 19 responses
- Good- 56 responses
- Fair- 5 responses
- Poor- 1 response
- Other- 48 responses



**Question 4.** Members were asked, “In the past 12 months, what is the single greatest challenge you and your household have experienced?” netted the top four responses:

- Financial Issues- 23 responses
- Health/Mental Health- 8 responses
- Housing- 5 responses
- Child Care-5 responses

**Question 5.** Members were asked, A. “In the past 12 months, did you or someone in your household need help with ...? B. If you answered “Yes” to Question 4A, were you/they able to get the needed services in Madison County to help with ..? If you answered “No” to Question 4A, please select “No, Other Reason.” netted the top three responses:

*4A. Need Help?*

- 4A. Finding health or dental care Yes- 20.37% No- 79.63%

- 4A. Paying for Medical Expenses (e.g., medical/dental checkup, prescriptions, glasses, hearing aids, wheelchairs) Yes- 14.81% No- 85.19%
- 4A. Finding affordable health or dental insurance Yes-11.11% No- 88.89%

*4B. Able to Get Services In Madison County?*

- Finding affordable health or dental insurance- Yes- 18.52% No- 3.70% No, Not Available- 1.85% Did Not Try 20.37% No, other reason- 55.56%
- Finding health or dental care- Yes- 20.37% No- 5.56% No, Not Available- 5.56% Did Not Try 20.37% No, other reason- 48.15%
- Getting medical care and/or insurance for a child- Yes- 16.67% No- 1.85% No, Not Available- 3.70% Did Not Try 24.07% No, other reason- 53.70%

**Question 6.** Members were asked, A. “In the past 12 months, did you or someone in your household need help with ...? B. If you answered “Yes” to Question 5A, were you/they able to get the needed services in Madison County to help with ..? If you answered “No” to Question 5A, please select “No, Other Reason.” netted the top three responses:

*5A. Need Help?*

- Finding home repair services Yes-21.95% No-78.05%
- Learning basic home repair/property maintenance skills Yes-14.63% No-85.37%
- Making home more energy efficient Yes-14.63% No- 85.37%

*5B. Able to Get Services In Madison County?*

- Finding home repair services- Yes- 19.51% No- 9.76% No, Not Available- 2.44% Did Not Try 24.39% No, other reason- 43.90%
- Making home more energy efficient- Yes- 12.50% No- 5.00% No, Not Available- 0.00% Did Not Try 27.50% No, other reason- 55.00%
- Yard Work, Snow Removal, laundry, or house work- Yes- 12.50% No- 2.50% No, Not Available- 0.00% Did Not Try 30.00% No, other reason- 55.00%

**Question 7.** Members were asked, A. “In the past 12 months, did you or someone in your household need help with ...? B. If you answered “Yes” to Question 6A, were you/they able to get the needed services in Madison County to help with ..? If you answered “No” to Question 6A, please select “No, Other Reason.” netted the top three responses:

*6A. Need Help?*

- Finding child care Yes-8.11% No-91.89%
- Training/education for a job Yes-5.41% No-94.59%
- Getting appropriate clothing or equipment (e.g., tools) for a job Yes- 5.41% No- 94.59%

6B. Able to Get Services In Madison County?

- Training/education for a job- Yes- 10.81% No- 0.00% No, Not Available- 0.00% Did Not Try 29.73% No, other reason- 59.46%
- Finding a full-time job- Yes- 8.11% No- 0.00% No, Not Available- 0.00% Did Not Try 24.32% No, other reason- 67.57%
- Applying for jobs- Yes- 8.11% No- 0.00% No, Not Available- 0.00% Did Not Try 24.32% No, other reason- 67.57%

**Question 8.** Members were asked, A. “In the past 12 months, did you or someone in your household need help with ...? B. If you answered “Yes” to Question 7A, were you/they able to get the needed services in Madison County to help with..? If you answered “No” to Question 7A, please select “No, Other Reason.” netted the top three responses:

7A. Need Help?

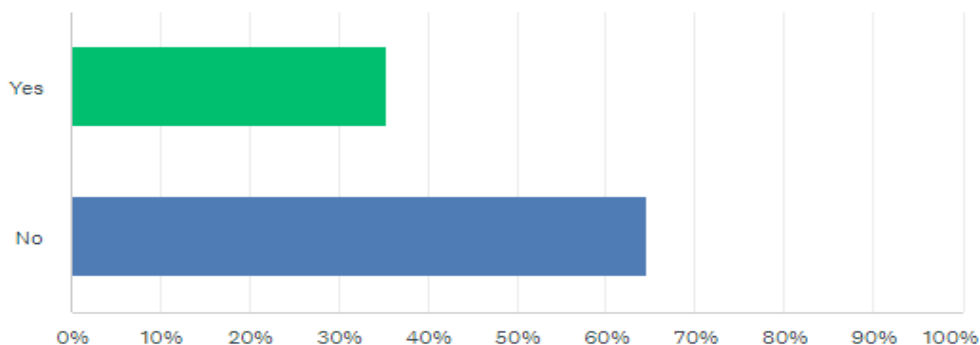
- Information about technical school programs or apprenticeships Yes- 8.82% No- 91.18%
- Completing college aid forms (e.g., FASFA) Yes- 9.09% No- 90.91%
- Learning how to use a computer Yes-5.88% No-94.12%

7B. Able to Get Services In Madison County?

- Information about technical school programs or apprenticeships- Yes- 11.76% No- 2.94% No, Not Available- 0.00% Did Not Try 26.47% No, other reason- 58.82%
- Getting a high school diploma or GED/HSED- Yes- 8.82% No- 0.00% No, Not Available- 2.94% Did Not Try 23.53% No, other reason- 64.71%
- Getting a 2-year or 4-year college degree- Yes- 8.82% No- 0.00% No, Not Available- 2.94% Did Not Try 23.53% No, other reason- 64.71%

**Question 9.** Members were asked, Do any children under the age of 18 live in your household?

- Yes- 12 responses
- No- 22 responses
- Question skipped by 132 clients



**Question 10.** Members were asked, A. “In the past 12 months, did you or someone in your household need help with ...? B. If you answered “Yes” to Question 9A, were you/they able to get the needed services in Madison County to help with ..? If you answered “No” to Question 9A, please select “No, Other Reason.” netted the top three responses:

*9A. Need Help?*

- Finding child care for children ages 0-3 Yes-18.18% No- 81.82%
- Finding quality preschool for children ages 3-5 Yes-16.67% No- 83.33%
- Finding affordable, quality licensed child care in a convenient location Yes-8.33% No- 91.67%

*9B. Able to Get Services In Madison County?*

- Finding child care for children ages 0-3- Yes- 0.00% No- 0.00% No, Not Available- 16.67% Did Not Try 25.00% No, other reason- 58.33%
- Finding quality preschool for children ages 3-5- Yes- 0.00% No- 0.00% No, Not Available- 16.67% Did Not Try 25.00% No, other reason- 58.33%
- Finding affordable, quality licensed child care in a convenient location- Yes- 0.00% No- 0.00% No, Not Available- 8.33% Did Not Try 25.00% No, other reason- 66.67%

**Question 11.** Members were asked, A. “In the past 12 months, did you or someone in your household need help with ...? B. If you answered “Yes” to Question 10A, were you/they able to get the needed services in Madison County to help with ..? If you answered “No” to Question 10A, please select “No, Other Reason.” netted the top three responses:

*10A. Need Help?*

- Filling out tax forms Yes-11.11% No-88.89%
- Budgeting and managing money Yes-3.70% No-96.30%
- Problems with a credit card or loan company Yes-3.70% No-96.30%

*10B. Able to Get Services In Madison County?*

- Filling out tax forms- Yes- 25.93% No- 0.00% No, Not Available- 0.00% Did Not Try 29.63% No, other reason- 44.44%
- Problems with credit card or loan company- Yes- 18.52% No- 0.00% No, Not Available- 0.00% Did Not Try 29.63% No, other reason- 51.85%
- Budgeting and managing money- Yes-11.54% No- 0.00% No, Not Available- 3.85% Did Not Try 34.62% No, other reason- 50.00%

**Question 12.** Members were asked, A. “In the past 12 months, did you or someone in your household need help with ...? B. If you answered “Yes” to Question 11A, were you/they able to get the needed services in Madison County to help with..? If you answered “No” to Question 11A, please select “No, Other Reason.” netted the top three responses:

*11A. Need Help?*

- Getting food or food assistance Yes-3.85% No-96.15%
- Learning how to shop and cook for healthy eating or dietary restrictions (e.g. Gluten free) Yes-3.85% No-96.15%
- Getting access to senior congregate meal sites (meals served in a group setting) Yes-3.85% No-96.15%

*11B. Able to Get Services In Madison County?*

- Getting food or food assistance- Yes- 7.69% No- 0.00% No, Not Available- 0.00% Did Not Try 30.77% No, other reason- 61.54%
- Getting access to senior congregate meal sites (meals served in a group setting)- Yes- 7.69% No- 0.00% No, Not Available- 0.00% Did Not Try 34.62% No, other reason- 57.69%
- Getting meals delivered to your home for a senior or disabled individual- Yes- 7.69% No- 0.00% No, Not Available- 0.00% Did Not Try 38.46% No, other reason- 53.85%

**Question 13.** Members were asked, A. “In the past 12 months, did you or someone in your household need help with ...? B. If you answered “Yes” to Question 12A, were you/they able to get the needed services in Madison County to help with ..? If you answered “No” to Question 12A, please select “No, Other Reason.” netted the top three responses:

*12A. Need Help?*

- Buying a dependable car Yes-8.33% No-91.67%
- Talking to a child about inappropriate behavior/addressing a child’s inappropriate behavior (e.g., bullying, drugs, sex) Yes-8.33% No-91.67%
- How to help a child coping with emotional issues Yes-8.33% No-91.67%

*12B. Able to Get Services In Madison County?*

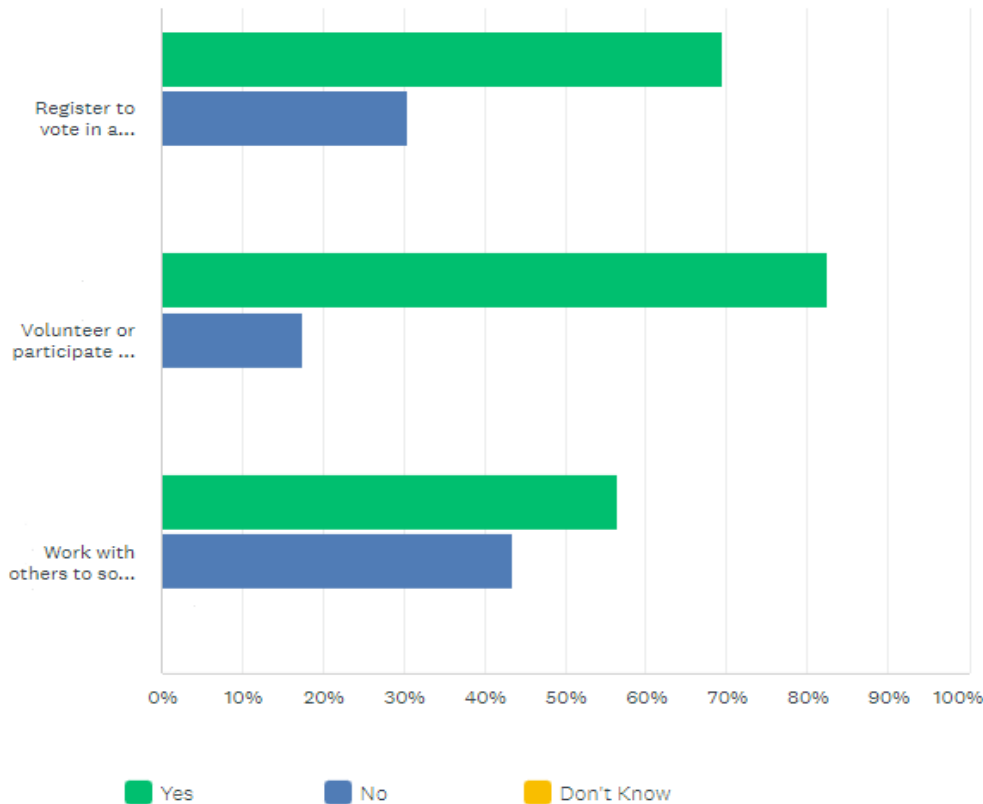
- Paying for car repairs- Yes- 12.50% No- 0.00% No, Not Available- 0.00% Did Not Try 29.17% No, other reason- 58.33%
- Having access to transportation- Yes- 8.33% No- 0.00% No, Not Available- 8.33% Did Not Try 20.83% No, other reason- 62.50%
- Buying a dependable car- Yes- 8.33% No- 0.00% No, Not Available- 8.33% Did Not Try 25.00% No, other reason- 58.33%

**Question 14.** What agencies or organization have you used for assistance in the past 12 months?  
 Netted the top four responses:

- Madison County Community Development- 2 responses
- Madison County Employment & Training- 2 responses
- Children’s home & Aid- 2 responses
- Other- 16 responses
  - New Opportunities , INC 1 response
  - None 14 responses
  - Have not used any 1 response

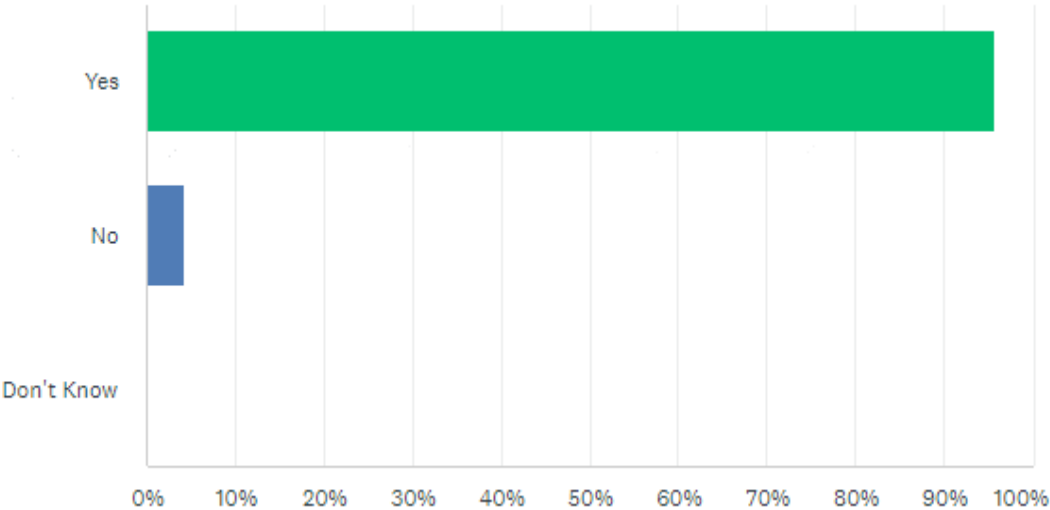
**Question 15.** In the past 12 months, did you or someone in your household participate in the following activities?

- Register to vote in a local, state, or national election Yes-69.57% No-30.43%
- Volunteer or participate in an organization, association, or group, such as PTA, Kiwanis, or church group Yes-82.61% No-17.39%
- Work with other to solve a community problem Yes-56.52% No-43.48%



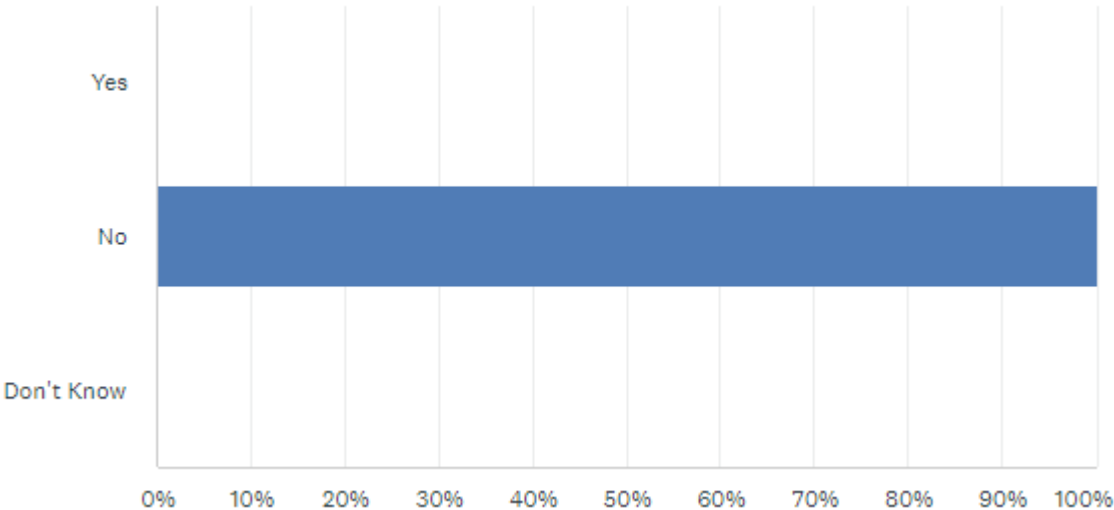
**Question 16.** Do you have high-speed internet access at home via a smartphone, tablet, iPad, desktop or laptop computer or another device?

- Yes 95.65%
- No 4.35%
- Don't Know 0.00%



**Questions 17.** Do you receive reduced price internet service?

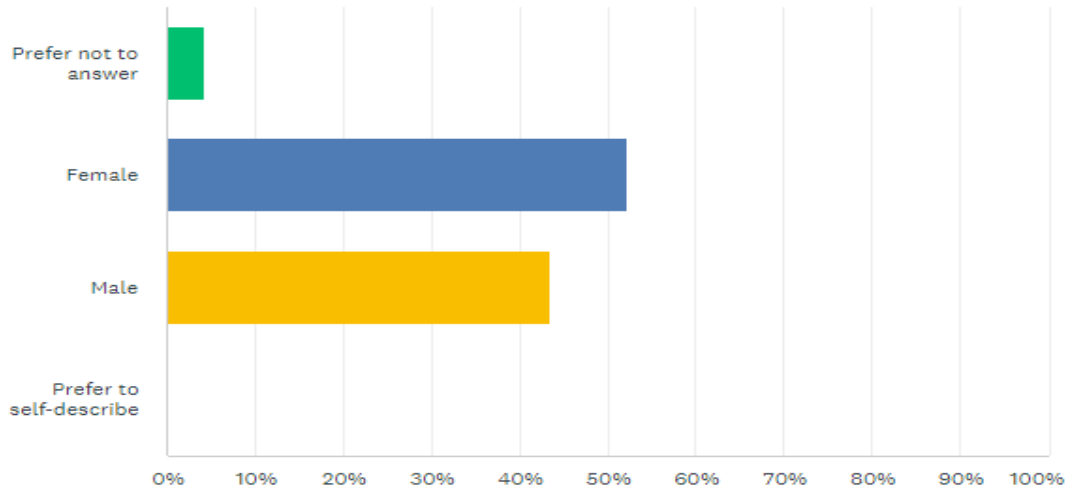
- Yes 0.00%
- No 100.00%
- Don't Know 0.00%





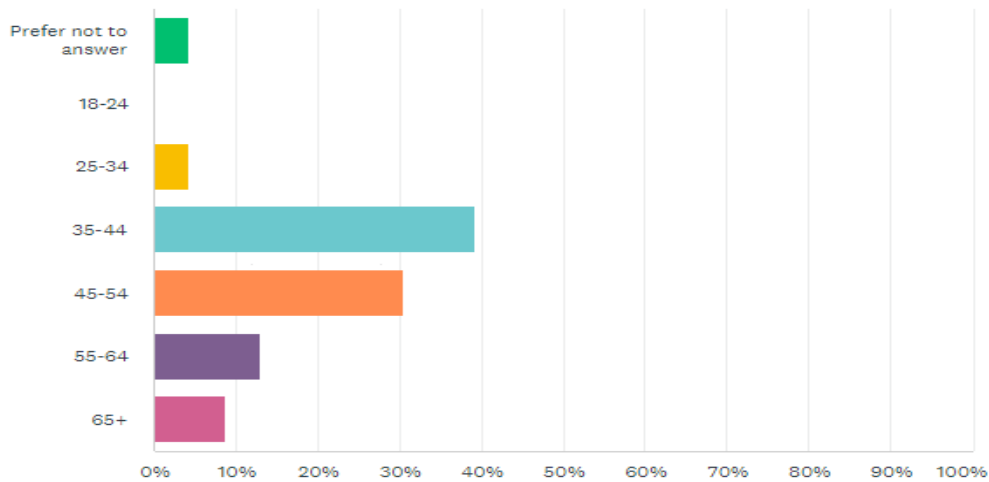
**Question 18.** What is your gender?

- Female- 52.17%
- Male 43.48%
- Prefer not to answer 4.35%
- Prefer to self-describe 0.00%



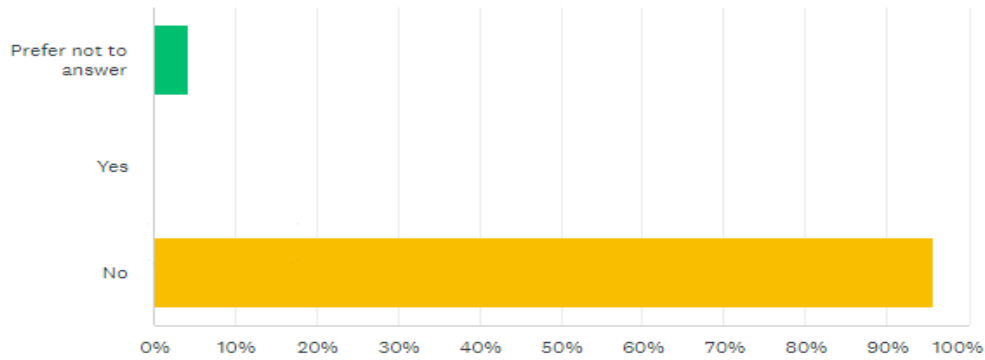
**Question 19.** What is your age? 143 members skipped this question.

- Prefer not to answer- 1 response
- 18-24- 0 response
- 25-34- 1 response
- 35-44- 9 response
- 45-54- 7 response
- 55-64- 3 response
- 65+- 2 response



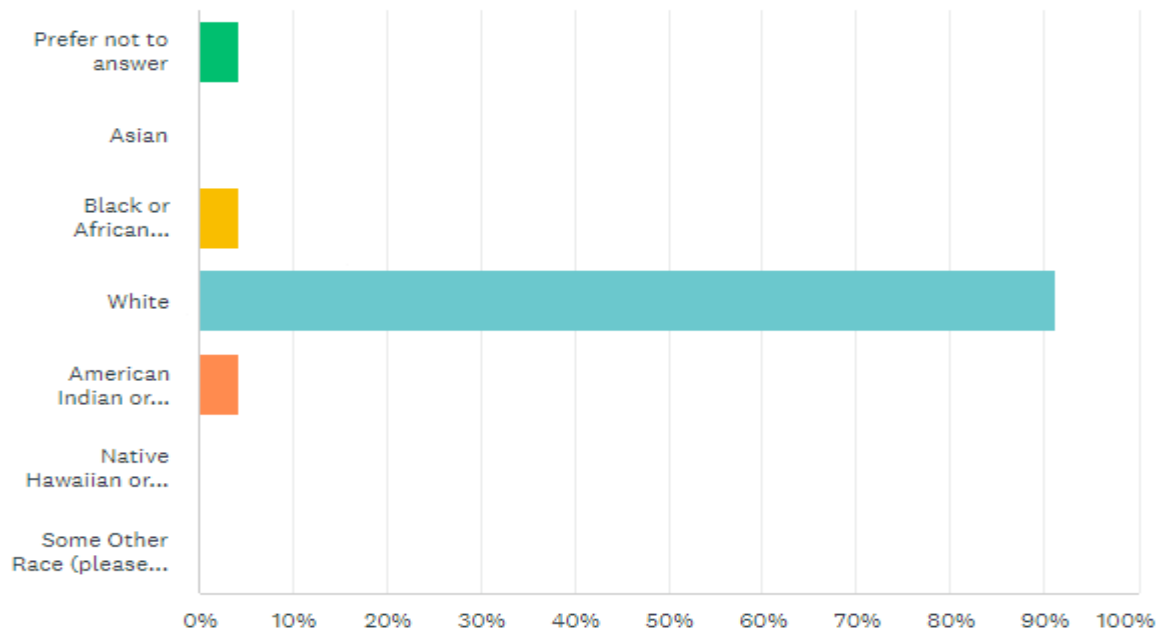
**Question 20.** Are you of Hispanic, Latinx, or Spanish origin?

- Yes 0.00%
- No 95.65%
- Prefer not to answer 4.35%



**Question 21.** What is your race? (Check all that apply)

- Asian 0.00%
- Black or African American 4.35%
- White 91.30%
- American Indian or Alaska Native 4.35%
- Native Hawaiian or Pacific Islander 0.00%
- Prefer not to answer 4.35%
- Some other race 0.00%



**Question 22.** How many people live in your household?

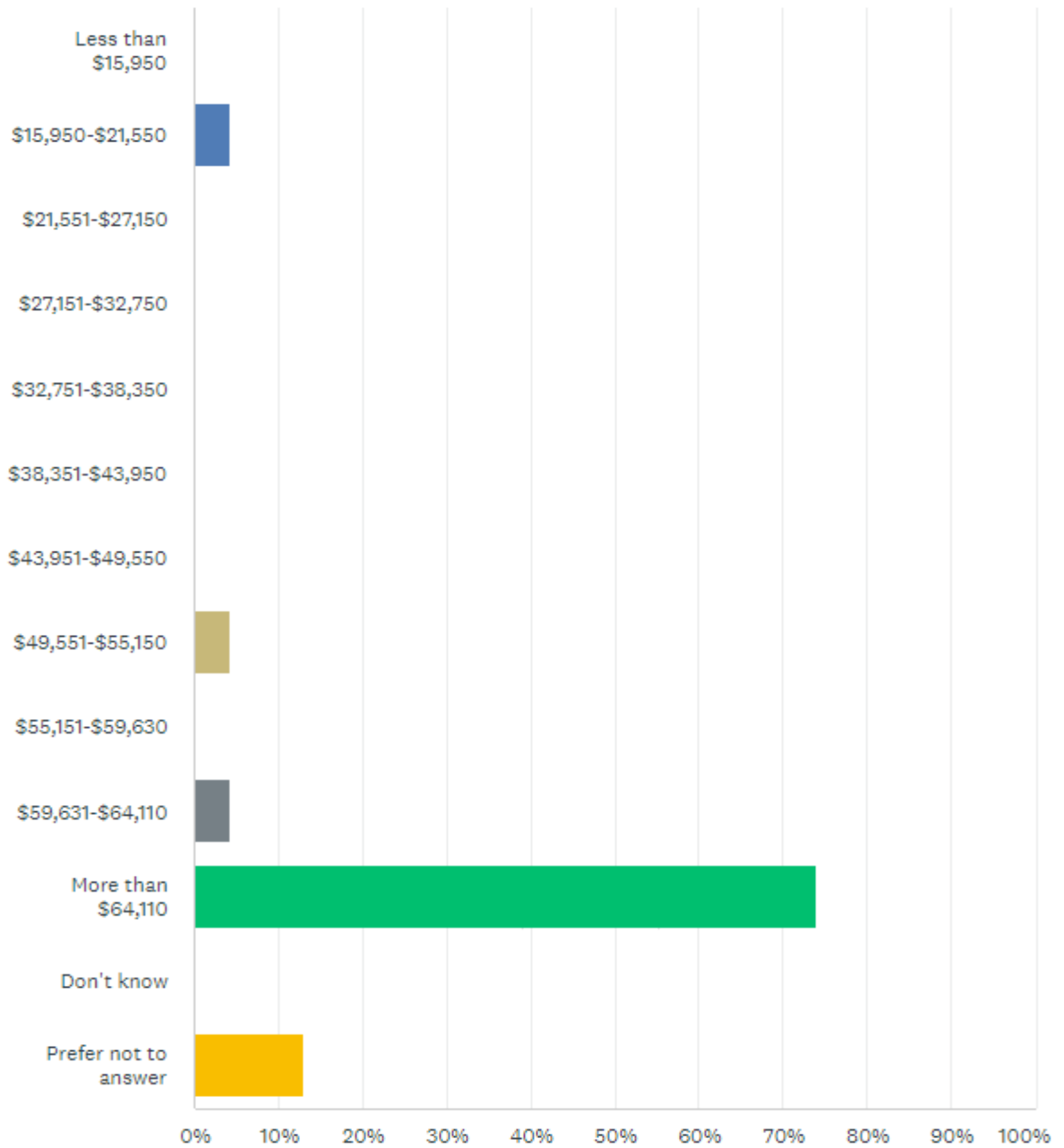
- 1- 8.70%
- 2-34.78%
- 3-13.04%
- 4-30.43%
- 5-13.04%
- 6-0.00%
- 7-0.00%
- 8-0.00%
- 9-0.00%
- 10-0.00%
- 11-0.00%
- 12+-0.00%

**Question23.** What is the primary language spoken at home?

- English- 100.00%
- Spanish- 0.00%
- Other- 0.00%

**Question24.** What is your 2022 annual household income? Please consider all sources of income, before taxes, for everyone living with you in 2022.

- |                           |        |
|---------------------------|--------|
| • < Less than \$15,950    | 0.00%  |
| • \$15,950-\$21,550       | 4.35%  |
| • \$21,551-\$27,150       | 0.00%  |
| • \$27,151-\$32,750       | 0.00%  |
| • \$32,751-\$38,350       | 0.00%  |
| • \$38,351-\$43,950       | 0.00%  |
| • \$43,951-\$49,550       | 0.00%  |
| • \$49,551-\$55,150       | 4.35%  |
| • \$55,151-\$59,630       | 0.00%  |
| • \$59,631-\$64,110       | 4.35%  |
| • More than \$64,110      | 73.91% |
| • Don't know              | 0.00%  |
| • Preferred not to answer | 13.04% |



#### 4. Focus Groups

Focus group participants help explore customer perspectives and opinions about new ideas and services in a positive interactive setting in which customers are encouraged to discuss their thoughts freely and to help generate wealth of information as we begin process of writing next year's grant application. Madison County was able to hold a few Focus Group meetings to obtain customers perspective on key issues from the respondents.

The CSBG Advisory Council held a focus group on March 20, 2023 prior to our CSBG Advisory Council quarterly meeting. The Alton Housing Authority focus group was held on June 7, 2023 in Alton, IL and Madison County Partnership to End Homelessness (CoC) meeting was held on May 18, 2023. Each meeting had around 15-20 people in attendance. MCCD asked open ended questions about greatest challenges in the household, is there any services that Madison County does not offer, and are you in need of services if so what kinds? The answers to those questions were:

- In the past 12 months, what is the single greatest challenge you and your household have experienced?
  - Child Care
  - Car Insurance
  - Transportation
  - Rent Assistance
  - Landlords
  
- Have you or your family member needed services that were not available in Madison County?
  - Criminal Records assistance
  - Dental for adults
  - Help with signing up for disability
  - Housing and rental assistance
  - More resources with clients that have criminal back ground
  
- Is there anything else you would like us to know about what is important to you?
  - Child Care
  - More homeless shelters
  - Dental
  - Provide basic needs
  - Cell phones
  - Treatment for drugs

The Madison County Network meeting was held on May 17, 2023 in Alton, IL. MCCD did a presentation on what MCCD offer's to clients. There 25 agencies in attendance.

Riverbend Head Start Parent Café meeting was held on January 31, 2023 in Alton, IL. There were only 2 people in attendance. The meeting topic was about parental resilience, the family engagement specialist was asking questions, everyone would answer, and then the answers were talked about more in depth. MCCD passed out brochures' about the different services that are offered.

## Qualitative Data Summary

The community stakeholder, community members and client needs assessments collected valuable information about the needs and unmet needs of the low-income population within Madison County.

From the Client Needs Assessment, there were a total of 1204 responses however not all questions were answered. Of those, 758 were Female, 311 were Male, 7 prefer to self-describe and 61 prefer not to answer. The highest age group responding was from age group 55-64 with 252 responses. Race made up: 673 White, 360 Black or African American, 21 American Indian/Alaskan Native, 4 Native Hawaiian or Pacific Islander, 6 Asian, 13 Some other race and 77 Prefer not to answer. Prominently English speaking 98.40%.

Clients stated single greatest challenges were: financial issues, food/nutrition, health/mental health and employment. Overall unmet needs of clients were finding health or dental care, paying rent or mortgage, finding a full time job, learning how to use a computer, paying for school supplies/fees/or activities, problems with paying bills, such as utility or credit cards, getting food or food assistance, and paying for car repairs.

Over a majority of clients rated services received from Madison County Community Development as excellent 44.92%, Good 32.51%, Fair 4.02%, Poor 1.18%, and 17.38% none of the above. Responses from open ended questions, netted clients views however it is hard to determine if customer's rated MCCD or the delegate agency as MCCD contracts out all of its services. A good indicator of this is from answers to the questions as clients specifically mentioned lack of transportation, times services available not convenient, and location of services.

From the Stakeholder Needs Assessment, there were 141 responses. Community stakeholder's feel the greatest challenges low-income residents face are Financial- Budgeting and managing money, problems with paying bills, such as utility or credit cards, paying unexpected or emergency expenses, problems with child custody or support, expunging a criminal record, getting clothing, shoes, or personal care items like soap, diapers, and toilet paper, foreclosure/bankruptcy/repossession problems, getting legal help when denied public benefits, problems with a credit card or loan company and opening a checking or savings account;

*housing* – finding affordable housing, paying rent/mortgage, finding emergency shelter, qualifying for loan, homeownership education;

*health*- mental health treatment for stress, depression or anxiety, paying for medical expenses (medical/dental checkup, prescriptions, glasses, hearing aids, wheelchairs), finding affordable health or dental insurance;

*employment* –finding child care, training/education for a job, learn how to interview, finding a full-time job and applying for jobs;

*child development* -finding affordable, quality, licensed child care in convenient location, paying for child care and finding evening/nighttime, weekend or before/after child care, summer camp, school supplies, child enrichment programs and tutoring;

*education* - getting a high school diploma, improving communication or language skills, information about technical or apprenticeship programs and learning how to use a computer;  
*food/nutrition* – getting food assistance, learning how to shop/cook for healthy eating or dietary restriction, getting meals delivered to home for senior/disabled individuals, accessing congregational meal sites; and

*transportation*- lack of having access to transportation, paying for car repairs and paying for car insurance, registration and licensing fees. The greatest challenges for teens in Madison County included drugs, mental health, no safe recreational places to go to for after school recreation, peer pressure, and lack of mental health support.

From the Community Members Needs Assessment, there were a total of 141 responses. Community service included members from faith-based organizations, restaurant owners, insurance companies, car dealerships, hair salons, libraries, laundromats, funeral homes, dialysis centers, doctors, and churches. The top three community members were executive directors, Chief of police, and mayor's.

The geographic region the organization served was 38.30% all of Madison County, 5.67% Northern part of Madison County, 7.80% Southern part of Madison County, and 48.23% other or a specific town(s).

Community member's feel the greatest challenges low-income residents face are financial issues, health/mental health, housing, employment, and child care. Community member's greatest challenges for seniors were transportation, being on a fixed income, affordable housing, and affordable health care.

Community members feel the greatest challenges for teens are drugs, somewhere to have fun, mental health, and after school programs. Community members rated their relationship with Madison County, 39.09% excellent, 50.00% good, 6.36% fair, 0.91% poor, and 3.64% do not have a relationship.

## D. Community Action Agency History and Programs

**CSBG Mission Statement:** The mission statement of the Madison County Community Services Block Grant (CSBG) program advocated for the needs of underserved and low-income individuals, families and communities to attain skills, knowledge and services to overcome poverty and support well-being.

Madison County Community Development exists to develop and implement creative community-based strategies:

- to enhance economic opportunity,
- to eliminate homelessness,
- to build strong neighborhoods and revitalize low-income communities,
- to reduce poverty and promote self sufficiency,
- to promote health, education, safety, economic well-being, and quality of life for all citizens,
- and to embrace innovation, diversity, and collaboration in meeting individual and community needs.

We will work hard to:

- Do what's right
- Work as a team
- Get results

Madison County Community Development receives and administers Block Grants and other funds to facilitate the development and preservation of affordable housing, to aid in providing public services and facilities for low and moderate income citizens, and to assist in the creation of employment and economic opportunities in Madison County.

**Introduction:** The Madison County Board established the Community Development department in 1975 to administer the Community Development Block Grant Program (CDBG), a program created by the US Department of Housing and Urban Development (HUD) to provide Community Development Block Grant entitlement counties with resources to address a multitude of developmental needs. In 1981, the Omnibus Budget Reconciliation Act of 1981 repealed the Economic Opportunity Act, eliminating the Community Service Administration and establishing the Community Service Block Grant (CSBG).

Over the years, Madison County Community Development has expanded its scope of operation to administer additional Federal, State of Illinois and local grant programs. Importantly, Madison County Community Development is committed to expanding economic opportunities, promoting affordable housing and suitable living environments, providing necessary emergency services and diligently working to alleviate conditions of poverty in Madison County.

Of particular significance is the positive economic impact of Madison County Community Development administered programs. In addition to directly and indirectly creating hundreds of jobs, countywide spending associated with Community Development administered programs also effectively act as a stimulus helping to improve the economic viability of Madison County and its residents.



The Community Development Block Grant program enables Madison County Community Development to implement a wide-range of activities by providing decent housing, creating a suitable living environment or by expanding economic opportunities, primarily for persons of low and moderate incomes.

***Community Development Block Grant:*** The Community Development Block Grant program enables Madison County to implement a wide-range of development activities directed toward revitalizing neighborhoods, providing decent housing and a suitable living environment, and by expanding economic opportunities, primarily for persons of low and moderate incomes. Madison County, like other entitlement communities, develops its own programs and funding priorities. However, Madison County Community Development and other grant recipients must give maximum feasible priority to activities which benefit low- and moderate-income persons. A grant recipient may also carry out activities which aid in the prevention or elimination of slums or blight. The demolition program targets low- and moderate-income areas as well as the prevention of slum and blight.

CDBG funds may be used for community development activities such as public facilities including improvements to water and sewer lines, street paving, and sidewalks; senior center construction or improvements, demolitions, code enforcement, accessibility ramps, emergency residential rehabilitation, commercial facades, public services, fire equipment & station improvements, and economic development and job creation/retention activities.

The U.S. Congress has established three primary objectives for the Community Development Block Grant program:

I. Activities Benefiting Low and Moderate-Income Persons -- Any activity where the majority of the beneficiaries are persons of low and moderate income. Low/Moderate income Persons must be under 80% of Area Median Income.

II. Activities in a Slum or Blighted Area -- An area that meets a definition of a slum, blighted, deteriorated or deteriorating area under state or local law; and where there are a substantial number of dilapidated buildings or improvements throughout the area. In order for a project to be eligible under this objective, there must be documentation that all buildings not only violate Existing Housing Quality Standards but meet the requirements as described above; and

III. Activities Designed to Meet Community Development Needs Having Particular Urgency -- Any activity that alleviates existing conditions, which pose a serious and immediate threat to the health or welfare of the community which are of recent origin and where the recipient is unable to finance the activity on its own, such as an earthquake, tornado or hurricane.

***Infrastructure Loan Program:*** The Infrastructure Loan Program is designed to help local governments within the county finance public infrastructure needed to support economic development and private sector job creation, or to address public health and safety concerns. The program utilizes UDAG repayments to provide low-interest loans to local governments for infrastructure projects which lead directly to private sector location or expansion activities that create and/or retain permanent jobs for Madison County residents and effectively address identifiable public health and safety issues within Madison County. The program's funds can be used for local roads and streets, access roads, bridges, sidewalks, water and sewer line

extensions, water distribution facilities, rail improvements, gas and electric utility extensions, fire trucks and the development or improvement of publicly owned industrial/commercial sites. Under the infrastructure loan program, Madison County Community Development generally loans the funds to local governments at a three percent to four percent interest rate for seven to 10 years with exact loan terms depend upon the fiscal capacity of the respective governmental body. Madison County Community Development conducts a thorough technical review of each completed application submitted to the department on a first-come, first-served basis. Once a completed infrastructure application is received, representatives of the local governments applying for the loan present their application to Madison County's Grants Committee for review. If the review is favorable, the Committee submits a recommendation to the Madison County, which must approve the loan by a simple majority. When the loan is approved, Community Development arranges a loan closing with the local government applicant.

***Technical Assistance Program:*** The Madison County Community Development (MCCD) office serves as an ombudsman to business and industry in order to provide one-stop data and referral services to firms seeking information on a wide range of economic development topics such as community profiles, zoning regulations, site availability, tax incentives, infrastructure financing assistance, demographics, training and education programs, and sources of alternative business financing. Madison County Community Development continues to assist local governments applying for assistance under state and federal economic development programs. Additionally, Madison County is actively participating in ongoing regional marketing, prospecting and retention efforts to create and retain jobs for the residents of the county and works with local governments to prepare incentive proposals to encourage a particular business to locate or expand its operations within the local government's boundaries. Madison County Community Development does not provide assistance to a local government simply relocate a business from another Madison County local government's jurisdiction.

Madison County Community Development provides grant funding to low- and moderate-income homeowners for the construction of ADA Home Accessibility Grants. Prospective grant recipients may request accessibility ramp construction. The accessibility ramp program targets low- and moderate-income homeowners having at least one resident with a disability. Madison County Community Development has formed a partnership with IMPACT, CIL for the intake of accessibility ramp applications.

***HOMEbuyer Program:*** The primary objective of the Madison County HOMEbuyer Program is to increase the home ownership rate, especially among lower income and minority households, with the ultimate goals of revitalizing and stabilizing communities. The HOMEbuyer Program assists with one of the largest obstructions to home ownership-the down payment and closing costs-by providing funds for down payment and closing costs to eligible individuals. Depending on the individual's or household's income and need, financial assistance up to \$5,000 may be available.

To be eligible for HOMEbuyer Program assistance, individuals must be low- or moderate-income first-time homebuyers interested in purchasing single-family housing. HOMEbuyer Program funds may be used to purchase existing or newly constructed one to two unit family housing, condominium units. Households that qualify for HOMEbuyer Program assistance must have total household incomes that do not exceed 80% of area median income.

***Emergency Solutions Grant Program (ESG):*** The Emergency Solutions Grant Program, (ESG), funded through the IL Department of Human Services (IDHS) by the U. S. Department of Housing and Urban Development (HUD), is designed to assist individuals and families experiencing an imminent threat of eviction (prevention) or those literally homeless (re-housing). Funding is made available through two local service providers for short-term rental assistance, security deposit, utility deposit, utility payment, or legal assistance. The program requires an initial assessment of need and participation in case management. Assistance is based on the minimum amount needed to prevent the participant from becoming homeless or returning to homelessness in the near term. The grant also provides funding for the operations and essential services for four emergency shelters in Madison County. Madison County also operates a Coordinated Entry System for homeless individuals and families to access emergency assistance. Resources and referrals are immediately passed along for the appropriate agency for assistance or to the local Prioritization List until program openings occur.

***Rental Housing Support Program:*** The Madison County Rental Housing Support Program is funded through the Illinois Housing Development Authority (IHDA) and administered by Madison County Community Development. The program provides unit-based rental assistance for 18 properties in Madison County. Program participants pay a portion of the rent based on the IHDA Tenant Contribution Schedule. The program funds are used to pay the balance of the rent to the landlord. Households must be at or below 30 percent of Area Median Income (AMI) with half of the units occupied by households at or below 15 percent of AMI. Targeted special needs populations include households that are homeless or imminently at risk of becoming homeless; that are now or imminently at risk of living in institutional settings because of the unavailability of suitable housing or that have one or more members with disabilities, including but not limited to physical disabilities, developmental disabilities, mental health condition or HIV/AIDS.

Madison County Community Development has established a list of applicants to fill the Rental Housing Support Program units based on date and time of application, size of the unit appropriate for the household and accessibility, if applicable. Notification of the opening and closing of the waiting list will be publicized in local papers and with local service agencies as necessary.

***Weatherization Program:*** The Madison County Weatherization Program services eligible homeowners by installing energy saving measures free of charge to the applicant's residence. A Priority ranking system is used for all homes in the program. Income eligible households containing elderly residents (60 and over), persons with a disability, or residents with young children (5 years of age or below) will be given priority for weatherization services. The weatherization of units effectively conserves fuel, reduces energy consumption and lowers utility bills. The energy savings measures are provided to income eligible owners and renters. It includes stopping air infiltration, by insulating attics and sidewalls to a specified "R" factor, caulking and weather-stripping, and sealing of by-passes. The program also includes the inspection of furnaces and air conditioners for health, safety and mechanical operation. If cost effective, a new Energy Star Rated Furnace or Air Conditioner may be installed. Funding for the program is provided by the U.S. Department of Energy, the U.S. Department of Health and Human Services as well as the state of Illinois. The State of Illinois is administered by the Department of Commerce and Economic Opportunity.

***Community Services Block Grant (CSBG):*** The Madison County Community Services Block Grant Program provides a wide-range of services and activities that have a direct, measurable impact on the causes of poverty in the county. Through implementation of the Community Services Block Grant Program, Madison County has established specific programs that address the problems of the poor and encourage self-sufficiency. Utilizing funding provided by the Department of Health and Human Services and administered by the Illinois Department of Commerce & Economic Opportunity and Madison County Community Development.

The Madison County Community Services Block Grant Program offers the following programs:

- Vocational Training offers skills training to clients that have a high potential for employment opportunities.
- Transportation Assistance offers gas cards and/or bus tokens to those who are working full-time and car repairs to maintain employment.
- Summer Camp provides supplementary education services for summer educational and recreational programs for disadvantaged low-income youth.
- Youth Education Programs provide after school supplementary education services and after school programs designed to enhance literacy skills among youth.
- Adult Education provides GED instruction and testing fees for income eligible students.
- Scholarship Program assists eligible students with the expenses of a post-secondary education.
- Home Repairs provides eligible homeowners with assistance for small home repairs and accessibility ramps related to energy efficiency and/or health and safety issues.
- Vision Assistance provides assistance to low-income clients in need of vision (eyeglasses) assistance.
- Air Conditioner Assistance provides assistance to disabled low-income clients in need of air conditioners during summer months.
- Dental Assistance provides dental assistance to low-income youth ages birth to 5 years of age and pregnant women.
- Nutrition assists with food assistance to local food pantries.
- Senior Meals provides home delivered and congregate site meals for low-income seniors.
- Family Self-Sufficiency provides financial assistance to fund case management and supportive services.
- Rapid Re-Housing provides housing and supportive services program to homeless individuals and families for up to two years. Participating families are required to work on resolving the problems that lead to homelessness, including job training and employment.

- Referrals provide outreach and referral services with informal need assessment to determine appropriate agency/program referral.

***Rapid Re-Housing Program:*** The Madison County Homeless Services Program operates a subsidized rental housing and case management support. The program facilitates the movement of approximately 20 homeless people/families from emergency shelter to permanent housing and self-sufficiency within a two-year period. The program provides subsidized rental housing combined with intensive case management focused on achievement of specific objectives mutually determined by the participating individual or family and the assigned case manager. Assistance in the form of food vouchers, tuition, rent, transportation, childcare, health care, home furnishings and furniture is provided to support the individuals' efforts to overcome the barriers to self-sufficiency.

Participants in the MCCD Housing First will be required to participate in:

- Development and execution of their individual family/personal development plan;
- Engage in employment or educational activities a minimum of 30 hours per week;
- Cooperate with participating service agencies;
- Demonstrate self-motivation in meeting their needs; and
- Pay 10% of their gross monthly income to MCCD as rent.

The Family Self-Sufficiency Scale is one factor in judging the success of the program. The Family Self-Sufficiency Scale details initial status and tracks progress of important life functions such as income, employment, education, transportation, parenting/social functioning, mental health, shelter, subsistence and community integration. All participants in the Madison County Community Development Housing First Program will meet the HUD definition of "homeless." All program participants will be required to provide income documentation. Funding for the program is provided by the U.S. Department of Housing and Urban Development, the Illinois Department of Human Services and the Community Services Block Grant program.

***Low Income Home Energy Assistance Program (LIHEAP):*** The Low Income Home Energy Assistance Program, administered by Madison County Community Development, assists eligible, low-income households pay for energy services by providing a one-time benefit to be used for energy bills. The amount of the support available is determined by income, household size and fuel type. An overdue bill or disconnect notice is not required for participation in the program. Individuals do not have to own their home or directly pay energy bills to be eligible for assistance. Reconnection assistance may be available as part of the Low Income Home Energy Assistance Program if the household is disconnected from an energy source needed for heating and/or a delivered-fuel supplier has refused to deliver and the tank contains 25% or less, or when disconnection of heat or secondary energy source is an imminent threat (occurring within 7 days).

***Percentage of Income Payment Plan (PIPP):*** The Percentage of Income Payment Plan allows eligible households pay a percentage of their income towards their utility bill, supplemented by a monthly benefit. Participating households are eligible for a reduction in outstanding bills for every on-time payment they make. PIPP applicants will be served on a first-come, first-served basis until funding is exhausted.

***Economic Development Job Creation Loan Program:*** The Madison County Community Development Economic Development/Job Creation Loan Program provides direct financing to businesses at a below-market interest rate in cooperation with private sector lenders. The purpose of the program is to assist businesses create permanent jobs within Madison County.

Under the Job Creation loan program, loans are typically made for 10%-25% of the business's total project cost, not to exceed a loan of \$250,000. In special cases where substantial job creation will occur, additional funds may be requested. The remaining 75%-90% of the total project costs must be provided by the business's participating lending institutions and its equity investment. The loan funds are provided at a rate of 3% interest for a term of five (5) years. The application will need to show evidence of a job being created for every \$15,000 loaned. Madison County Community Development will conduct a thorough financial and technical review of each application submitted to the department on a first-come, first-served basis. After the review has been completed, Community Development and the business applicant will present the application to the Madison County Grants Committee for its review. If the result of the review is favorable, the Committee will submit a recommendation to the Madison County Board, which must approve the loan by a simple majority. Following approval of the loan, Madison County Community Development will coordinate the loan closing with the applicant.

***Park Enhancement Program (PEP)*** - This grant program is designed to assist park districts, municipal parks, and recreation departments within Madison County to develop and enhance their parks. The Madison County Board has created the Park and Recreation Grant Commission under the provisions of The Illinois Metro-East Park and Recreation District Act 70 ILCS 1605/20. This Act made it possible for the voters of Madison County to approve the creation of the Metro-East Park and Recreation District and the establishment a 1/10 of one percent sales tax for the purpose of providing funding for both regional and local parks and recreation facility improvements. The voters approved the District and the tax in November 2000. The purpose of the Park and Recreation Grant Commission is to develop a method to distribute the portion of the sales tax funds available for local facilities in Madison County.

The budget covers our administration costs and each municipalities funding amount. The county administers five dollar per capita. For our smaller communities a grant minimum of \$15,000.00 will be awarded if the five dollar per person total is less than the \$15,000.00 amount.

***Solar Park Grants:*** A new U.S. Department of Energy grant program that is designed to assist park districts and municipal Park and recreational departments to develop and enhance use of solar power. The grant was created from leftover DOE funds, monies were available through the remaining Energy Efficiency and Conservation Block Grant funding the county used on lighting upgrades and from the Revolving Loan Fund for lighting upgrades for municipalities.

## ***E. Overview of Madison County and Municipalities***

Madison County is a county in the U.S. state of Illinois. According to the 2020 census, it had a population of 264,776. The county seat and its largest city is Edwardsville.

Madison County is part of the Metro-East region of the St. Louis, MO-IL Metropolitan Statistical Area. Madison County was established on September 14, 1812. It was formed from parts of Randolph and St. Clair counties and named for President James Madison. At the time of its formation, Madison County included all of the modern State of Illinois north of St. Louis, as well as all of Wisconsin, part of Minnesota, and Michigan's Upper Peninsula.

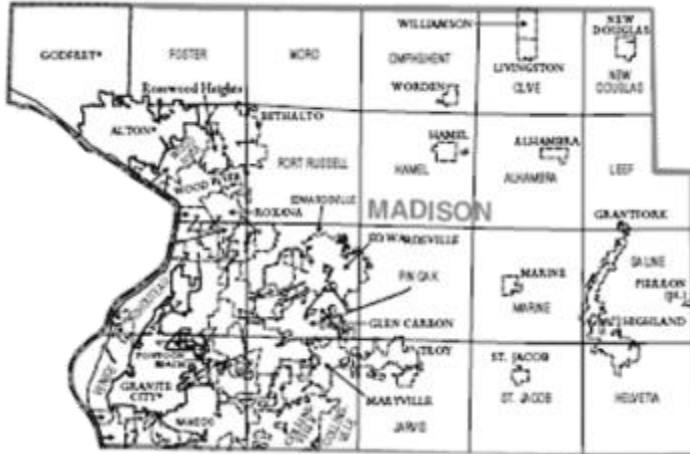
In the late 19th century, Madison County became an industrial region, and in the 20th century was known first for Graniteware, and later for its steel mills, oil refineries, and other heavy industries. The county had a large working population, and the county and surrounding area was a center of strength for the Democratic Party. Industrial restructuring cost many jobs and reduced the population. The county now is part of semi-rural, sparsely populated east of the St. Louis metropolitan area (nicknamed "Metro East").

According to the 2020 census, the racial makeup of the county was 81.4% white (80.4% white non-Hispanic), 9.4% black or African American, 1.0% Asian, 0.3% American Indian, 6.3% 2 or more races, and 1.5% some other race. Those of Hispanic or Latino origin made up 4.1% of the population.

Municipalities and communities of Madison County, Illinois, United States

### **Cities**

- Alton
- Collinsville
- Edwardsville
- Granite City
- Highland
- Madison
- Troy
- Venice
- Wood River



## Villages

- Bethalto
- East Alton
- Glen Carbon
- Godfrey
- Grantfork
- Hamel
- Hartford
- Livingston
- Marine
- Maryville
- New Douglas
- Pontoon Beach
- Pierron
- Roxana
- South Roxana
- St. Jacob
- Williamson
- Worden

## Townships

- Alhambra
- Alton
- Chouteau
- Collinsville
- Edwardsville
- Fort Russell
- Foster
- Godfrey
- Granite City



- Hamel
- Helvetia
- Jarvis
- Leef
- Marine
- Moro
- Nameoki
- New Douglas
- Olive
- Omphgent
- Pin Oak
- Saline
- St. Jacob
- Venice
- Wood River

**Census-designated places**

- Holiday Shores
- Mitchell
- Rosewood Heights

## *Quantitative Data Summary*

The client, community stakeholder and community member surveys have yielded much valuable and insightful information about the unmet needs of the low-income residents of Madison County.

Madison County is using the 2017-2021 5 year estimated data reported from the U.S. Census Bureau American Community Survey, regional reports and County Health rankings and roadmaps to help identify profiles in Madison County compared to State of Illinois and the United States.

A total of 266,112 people live in Madison County according to the U.S. Census Bureau American Community Survey 2017-21 5-year estimates for population. A slight increase from previous year's population of 264,603.

In the report area 15.6% or 9,000 children aged 0-18 are living in households with income below the Federal Poverty Level. The poverty population has 12.17% or 31,679 individuals, which is a slight decrease from the 12.43% or 32,152 individuals from the previous reported 5-year estimates. The current percent unemployment of June 2023 is 4.4% of the civilian non-institutionalized population age 16 and older which is significantly higher than the 3.3% in June of 2022.

Of significant importance gathered from the client needs assessment, clients were asked which barriers have you or members of your household experienced accessing services, respondents said lack of transportation. Transportation indicator reports 5.37% or 5,809 households have no motor vehicle.

The Supplemental Nutrition Assistance Population (SNAP), is a federal program that provides nutrition benefits to low-income individuals and families that are used at store to purchase food. The indicator currently shows 12.80% or 13,850 household receive SNAP benefits.

The housing indicator reports the percentage of the households where housing costs exceeds 30% of total household income. This provide provides information on the cost of monthly housing expenses for owners and renters. This information offer a measure of housing affordability and excessive shelter costs. The data also serve to aid in the development of housing programs to meet the needs of people at different economic levels.

Madison County residents in poverty, affects the vulnerable populations such as the single parent households, which reinforces the need for services to increase their household income, with such programs as job training, education and support in finding employment. The data collected helps to support and initiate the CSBG Community Action Plan ensuring work programs that our Madison County residents need the most.

# Appendix



## MADISON COUNTY COMMUNITY DEVELOPMENT CLIENT SURVEY

Madison County Administration Building  
157 N. Main Street, Suite 312  
Edwardsville, IL 62025  
618-296-4382

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

1. Do you live in Madison County?

Yes

No (Thank you for your time, but for the purposes of this survey you need to live in Madison County.)

2. What is your zip code? \_\_\_\_\_

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

Housing

Child care

Employment

Health/mental health

Education

Food/nutrition

Financial issues

Transportation

Other (PLEASE SPECIFY)

\_\_\_\_\_  
Have not experienced any challenges

### I. SERVICES RECEIVED

4. In the past 12 months, did you or members of your household receive any services from Madison County Community Development?

Yes (GO TO QUESTION 5)

No (GO TO QUESTION 6)

5. Which services did you or members of your household receive from Madison County Community Development? (CHECK ALL THAT APPLY)

Senior Meals

LIHEAP (Home Energy Assistance Program)

Vocational Training

Rent/mortgage assistance

Referral to other social service agencies

Transportation assistance

Scholarships

Youth services

Adult Basic Education

Low Income Household Water Assistance Program (LIHWAP)

Weatherization

Family Self Sufficiency

Vision assistance

Accessibility ramps

Home repairs

Housing assistance

Other (PLEASE SPECIFY)

\_\_\_\_\_

5a. Overall, how would you rate the services you or members of your household received from Madison County Community Development?

Excellent

Good

Fair → Why did you rate the services received as fair or poor? \_\_\_\_\_

Poor →

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

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

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Lack of transportation                  | <input type="checkbox"/> Language barrier  | <input type="checkbox"/> Other (PLEASE SPECIFY) _____ |
| <input type="checkbox"/> Location of services                    | <input type="checkbox"/> Time from scheduling appointment to receiving services too long |   |
| <input type="checkbox"/> Times services available not convenient |  |   |

**II. CURRENT NEEDS**

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

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

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

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

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

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

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

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

**ANSWER QUESTION 12 ONLY IF THERE ARE CHILDREN UNDER THE AGE OF 18 IN YOUR HOUSEHOLD.**

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

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

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

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

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

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

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

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

**III. COMMUNITY AND CIVIC ACTIVITIES**

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

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

**IV. TECHNOLOGY AND INTERNET ACCESS**

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

- Yes (GO TO QUESTION 18)                       No (GO TO QUESTION 19)                       Don't know (GO TO QUESTION 19)

18. Do you receive reduced price internet service?

- Yes     No     Don't know

**V. PERSONAL AND HOUSEHOLD CHARACTERISTICS**

19. What is your gender?

- Female     Prefer to self-describe \_\_\_\_\_                       Prefer not to answer
- Male

20. What is your age?

- 18-24     45-54     Prefer not to answer
- 25-34     55-64
- 35-44     65+

21. Are you of Hispanic, Latinx, or Spanish origin?

- Yes     No     Prefer not to answer

22. What is your race? (CHECK ALL THAT APPLY)

- Asian     American Indian or Alaska Native                       Some other race (PLEASE SPECIFY) \_\_\_\_\_
- Black or African American                       Native Hawaiian or Pacific Islander
- White     Prefer not to answer

24. How many people live in your household? \_\_\_\_\_

25. What is the primary language spoken at home?

- English     Spanish     Other (PLEASE SPECIFY) \_\_\_\_\_

26. What was your 2022 annual household income? Please consider all sources of income, before taxes, for everyone living with you in 2022.

- Less than \$15,950                       \$38,351-\$43,950                       More than \$64,110
- \$15,950-\$21,550                       \$43,951-\$49,550                       Don't know
- \$21,551-\$27,150                       \$49,551-\$55,150                       Prefer not to answer
- \$27,151-\$32,750                       \$55,151-\$59,630
- \$32,751-\$38,350                       \$59,631-\$64,110

**Thank you for your participation.**



## Community Services Survey-STAKEHOLDERS

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

### I. DESCRIPTION OF ORGANIZATION

1. What is the name of your organization? \_\_\_\_\_
2. What is your position in the organization? \_\_\_\_\_
3. Which of the following best describes the organization?

<input type="checkbox"/> Human/social service	<input type="checkbox"/> Law enforcement
<input type="checkbox"/> Medical	<input type="checkbox"/> Judicial
<input type="checkbox"/> Behavioral health	<input type="checkbox"/> Housing
<input type="checkbox"/> Education	<input type="checkbox"/> Faith-based
<input type="checkbox"/> Local government	<input type="checkbox"/> Other (PLEASE SPECIFY) _____
4. Which geographic region does the organization serve?

<input type="checkbox"/> All of Madison County
<input type="checkbox"/> Northern part of Madison County
<input type="checkbox"/> Southern part of Madison County
<input type="checkbox"/> A specific town(s)  4a. Please specify which town(s) _____
<input type="checkbox"/> Other (PLEASE SPECIFY) _____
5. What is the primary population(s) the organization serves? (CHECK ALL THAT APPLY)

<input type="checkbox"/> All residents	<input type="checkbox"/> Latinos
<input type="checkbox"/> Elderly/seniors	<input type="checkbox"/> Blacks
<input type="checkbox"/> Teens	<input type="checkbox"/> Immigrants
<input type="checkbox"/> Children/youth	<input type="checkbox"/> Other (PLEASE SPECIFY) _____
<input type="checkbox"/> Low-income residents	

### II. RESIDENTS' CHALLENGES AND NEEDS

6. What are the greatest challenges low-income residents in Madison County face? (CHECK ONE BOX ONLY)

<input type="checkbox"/> Housing	<input type="checkbox"/> Education
<input type="checkbox"/> Child care	<input type="checkbox"/> Food/nutrition
<input type="checkbox"/> Employment	<input type="checkbox"/> Financial issues
<input type="checkbox"/> Health/mental health	<input type="checkbox"/> Transportation



Other (PLEASE SPECIFY) \_\_\_\_\_

7. What are the **top three** aspects of **health** with which low-income residents in Madison County need assistance? **(SELECT UP TO THREE ONLY)**

- |   |   |
|---|---|
| <input type="checkbox"/> Finding affordable health or dental insurance  | <input type="checkbox"/> Drug or alcohol treatment  |
| <input type="checkbox"/> Finding health or dental care  | <input type="checkbox"/> Mental health treatment including treatment for stress, depression, or anxiety |
| <input type="checkbox"/> Getting medical care and/or insurance for a child  | <input type="checkbox"/> Physical, emotional, or sexual abuse   |
| <input type="checkbox"/> Paying for medical expenses (e.g., medical/dental checkups, prescriptions, glasses, hearing aids, wheelchairs) | <input type="checkbox"/> Other (PLEASE SPECIFY)   |
| <input type="checkbox"/> Getting family planning or birth control   | _____   |

8. What are the **top three** aspects of **housing** with which low-income residents in Madison County need assistance? **(SELECT UP TO THREE ONLY)**

- |   |  |
|---|--|
| <input type="checkbox"/> Finding emergency shelter                              | <input type="checkbox"/> Finding home repair services                            |
| <input type="checkbox"/> Finding affordable housing                             | <input type="checkbox"/> Making home more energy efficient                       |
| <input type="checkbox"/> Down payment/closing costs to buy a home               | <input type="checkbox"/> Paying rent or mortgage, rent deposits/application fees |
| <input type="checkbox"/> Qualifying for a loan to buy a home                    | <input type="checkbox"/> Changes to home for a person with disabilities          |
| <input type="checkbox"/> Home ownership education                               | <input type="checkbox"/> Yard work, snow removal, laundry, or house work         |
| <input type="checkbox"/> Renter/tenant rights and responsibilities education    | <input type="checkbox"/> Other (PLEASE SPECIFY)                                  |
| <input type="checkbox"/> Learning basic home repair/property maintenance skills | _____  |

9. What are the **top three** aspects of **employment** with which low-income residents in Madison County need assistance? **(SELECT UP TO THREE ONLY)**

- |  |  |
|--|--|
| <input type="checkbox"/> Finding a full-time job             | <input type="checkbox"/> Getting appropriate clothing or equipment (e.g., tools) for a job |
| <input type="checkbox"/> Applying for jobs                   | <input type="checkbox"/> Finding child care  |
| <input type="checkbox"/> Writing a resume                    | <input type="checkbox"/> Other (PLEASE SPECIFY)  |
| <input type="checkbox"/> Learning how to interview for a job | _____  |
| <input type="checkbox"/> Training/education for a job        |  |

10. What are the **top three** aspects of **adult education** with which low-income residents in Madison County need assistance? **(SELECT UP TO THREE ONLY)**

- |   |   |
|---|---|
| <input type="checkbox"/> Getting a high school diploma or GED/HSED                      | <input type="checkbox"/> Improving communication or language skills |
| <input type="checkbox"/> Getting a 2-year or 4-year college degree                      | <input type="checkbox"/> Learning English as a second language      |
| <input type="checkbox"/> Information about technical school programs or apprenticeships | <input type="checkbox"/> Completing college aid forms (e.g., FAFSA) |
| <input type="checkbox"/> Learning how to use a computer                                 | <input type="checkbox"/> Other (PLEASE SPECIFY)                     |
|   | _____   |

11. What are the **top three** aspects of **child care and child development** with which low-income residents in Madison County need assistance? **(SELECT UP TO THREE ONLY)**

- |  |  |
|--|--|
| <input type="checkbox"/> Finding affordable, quality, licensed child care in a convenient location | <input type="checkbox"/> Paying for school supplies, fees, or activities                                     |
| <input type="checkbox"/> Paying for child care   | <input type="checkbox"/> Caring for children ages 0-3 at home  |
| <input type="checkbox"/> Finding child care for children ages 0-3                                  | <input type="checkbox"/> Screening for early intervention services (speech, developmental, mental, physical) |
| <input type="checkbox"/> Finding quality preschool for children ages 3-5                           | <input type="checkbox"/> Other needs (PLEASE SPECIFY)  |
| <input type="checkbox"/> Finding evening, nighttime, weekend or before/after school child care     | _____  |

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

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

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

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

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

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

15. What are the **greatest** challenges seniors/the elderly in Madison County face?  
\_\_\_\_\_

16. What are the **greatest** challenges teens in Madison County face?  
\_\_\_\_\_

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

- Lack of transportation
- Location of services
- Times services are available
- Language barrier
- Time from scheduling appointment to receiving services too long
- Other (PLEASE SPECIFY)  
\_\_\_\_\_

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

**III. Madison County**

19. How would you rate your relationship with the Madison County?

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

20. How good a job is Madison County doing in meeting the needs of low-income residents?

- Excellent
- Good
- Fair
- Poor
- Unsure

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

21. What suggestions do you have for changes or additions to the services provided by Madison County?

---

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

---

**Thank you for your participation.**



## Community Services Survey-COMMUNITY MEMBERS

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

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

### I. HOUSEHOLD NEEDS

3. In the past 12 months, what is the single greatest challenge you and your household have experienced? (CHECK ONE BOX ONLY)  
 Housing  
 Child care  
 Employment  
 Health/mental health  
 Education  
 Food/nutrition  
 Financial issues  
 Transportation  
 Other (PLEASE SPECIFY) \_\_\_\_\_  
 Have not experienced any challenge

4. A. In the past 12 months, did you or someone in your household need help with ...?  
 B. If you answered "Yes" to Question 4A, were you/they able to get the needed services in Madison County to help with ...? (CHECK ONE BOX ONLY)

Type of Help	4A. Need Help?		4B. Able to Get Services in Madison County?				
	Yes	No	Yes	No, Did Not Know Who to Contact/Where to Go	No, Not Available	Did Not Try	No, Other Reason (SPECIFY)
<u>Health</u> Finding affordable health or dental insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finding health or dental care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting medical care and/or insurance for a child	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Type of Help	4A. Need Help?		4B. Able to Get Services in Madison County?				
	Yes	No	Yes	No, Did Not Know Who to Contact/ Where to Go	No, Not Available	Did Not Try	No, Other Reason (SPECIFY)
Paying for medical expenses (e.g., medical/dental checkups, prescriptions, glasses, hearing aids, wheelchairs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting family planning or birth control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drug or alcohol treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental health treatment including treatment for stress, depression, or anxiety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical, emotional, or sexual abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other health help (PLEASE SPECIFY)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Housing</b>							
Finding emergency shelter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finding affordable housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Down payment/closing costs to buy a home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Qualifying for a loan to buy a home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home ownership education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Renter/tenant rights and responsibilities education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learning basic home repair/property maintenance skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finding home repair services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Making home more energy efficient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paying rent or mortgage, rent deposits/application fees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Type of Help	4A. Need Help?		4B. Able to Get Services in Madison County?				
	Yes	No	Yes	No, Did Not Know Who to Contact/ Where to Go	No, Not Available	Did Not Try	No, Other Reason (SPECIFY)
Changes to home for a person with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Yard work, snow removal, laundry, or house work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other housing help (PLEASE SPECIFY)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Employment</b>							
Finding a full-time job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Applying for jobs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing a resume	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learning how to interview for a job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training/education for a job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting appropriate clothing or equipment (e.g., tools) for a job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finding child care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other employment help (PLEASE SPECIFY)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Adult Education</b>							
Getting a high school diploma or GED/HSED	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting a 2-year or 4-year college degree	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information about technical school programs or apprenticeships	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learning how to use a computer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improving communication or language skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learning English as a second language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Type of Help	4A. Need Help?		4B. Able to Get Services in Madison County?				
	Yes	No	Yes	No, Did Not Know Who to Contact/ Where to Go	No, Not Available	Did Not Try	No, Other Reason (SPECIFY)
Completing college aid forms (e.g., FAFSA)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other adult education help (PLEASE SPECIFY)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Do any children under the age of 18 live in your household? <input type="checkbox"/> Yes <input type="checkbox"/> No (DO NOT ANSWER THE NEXT SECTION ON CHILD CARE AND CHILD DEVELOPMENT)							
<b>Child Care and Child Development</b>							
Finding affordable, quality, licensed child care in a convenient location	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paying for child care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finding child care for children ages 0-3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finding quality preschool for children ages 3-5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finding evening, nighttime, weekend or before/after school child care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paying for school supplies, fees, or activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Caring for children ages 0-3 at home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Screening for early intervention services (speech, developmental, mental physical)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other child care and child development help (PLEASE SPECIFY)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Type of Help	5A. Need Help?		5B. Able to Get Services in Madison County?				
	Yes	No	Yes	No, Did Not Know Who to Contact/ Where to Go	No, Not Available	Did Not Try	No, Other Reason (SPECIFY)
<u>Financial/Legal (Income Management)</u> Budgeting and managing money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opening a checking or savings account	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Filling out tax forms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Problems with a credit card or loan company	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Problems with paying bills, (e.g., utilities or credit cards)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paying unexpected or emergency expenses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Problems with payday or title loans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Foreclosure/bankruptcy/repossession problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Problems with child custody or support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting protection in do domestic violence situations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Deportation or immigration legal issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Expunging a criminal record	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting legal help when denied public benefits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting basic furniture, appliances, or house wares	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting clothing, shoes, or personal care items like soap, diapers, and toilet paper	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Type of Help	5A. Need Help?		5B. Able to Get Services in Madison County?				
	Yes	No	Yes	No, Did Not Know Who to Contact/ Where to Go	No, Not Available	Did Not Try	No, Other Reason (SPECIFY)
Other financial/legal help (PLEASE SPECIFY)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Food and Nutrition</b> Getting food or food assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learning how to shop and cook for healthy eating or dietary restrictions (e.g., gluten free)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting access to senior congregate meal sites (meals served in a group setting)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting meals delivered to your home for a senior or disabled individual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting nutritious foods during pregnancy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Obtaining breastfeeding education and assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other food and nutrition needs (PLEASE SPECIFY)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Family Support</b> Having access to transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Buying a dependable car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paying for car repairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paying for car insurance, registration, or license fees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disciplining a child more effectively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Type of Help	5A. Need Help?		5B. Able to Get Services in Madison County?				
	Yes	No	Yes	No, Did Not Know Who to Contact/ Where to Go	No, Not Available	Did Not Try	No, Other Reason (SPECIFY)
Talking to a child about inappropriate behavior/addressing a child's inappropriate behavior (e.g., bullying, drugs, sex)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How to help a child coping with emotional issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learning how to set goals and plan for your family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other family support needs (PLEASE SPECIFY)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. What agencies or organizations have you used for assistance in the past 12 months? \_\_\_\_\_

## II. COMMUNITY AND CIVIC ACTIVITIES

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

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

## III. TECHNOLOGY AND INTERNET ACCESS

8. Do you have high-speed internet access at home via a smartphone, tablet, iPad, Desktop or laptop computer or another device?  
 Yes (GO TO QUESTION 9)       No (GO TO QUESTION 10)  
 Don't know (GO TO QUESTION 10)
9. Do you receive reduced price internet service?  
 Yes       No       Don't know

**IV. PERSONAL AND HOUSEHOLD CHARACTERISTICS**

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

Thank you for your participation,  
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