The Promise of Community Action

Community Action changes people’s lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.
# CONTENTS

Message from the Executive Vice President ................................................................. 2  
Executive Summary ..................................................................................................... 3  
Introduction .................................................................................................................. 6  
  - Illinois Department of Commerce and Economic Opportunity ......................... 7  
  - Program Spotlight ................................................................................................. 7  
  - Sangamon County Department of Community Resources (SCCR) .................. 7  
The Anti-Poverty Efforts of Statewide Organizations .................................................. 9  
  - Illinois Association of Community Action Agencies ......................................... 9  
    - Training and Technical Assistance ................................................................. 9  
    - Advocacy .................................................................................................... 9  
    - IACAA’s efforts to secure federal pass through funding .................................. 9  
  - Illinois Community Action Development Corporation .................................... 9  
  - Illinois Ventures ............................................................................................... 10  
Evaluation Method and Sample of Community Action Agencies ............................. 12  
CSBG Statute Goals ................................................................................................... 16  
Making a Difference: Results Oriented Management and Accountability (ROMA) .... 17  
Selected Outcomes .................................................................................................... 17  
Conclusion .................................................................................................................. 19  
Appendix ...................................................................................................................... 20  
  - Table A-1: List of Funding, Leveraging Factors, and Volunteer Hours for Individual Community Action Agencies ............................................................... 20  
  - List of Community Action Agencies .................................................................... 22
Message from Executive Vice President

The Illinois Association of Community Action Agencies is pleased to present the 2015 report on the Community Services Block Grant (CSBG). This report demonstrates the impact of the 37 Community Action Agencies (CAA) and the statewide organizations formed to support the CAA network.

The Illinois CAA network assisted over a million individuals supporting them to achieve success in employment, positive health outcomes for infants and children and securing services that stabilize their households.

The statewide organizations funded through the CSBG discretionary funds supported the network through training, advocating on their behalf at the state and federal level, spearheading new housing development project and creating jobs.

This year’s report includes an analysis of nine Community Action Plans to understand how CAA’s identify and address the needs of their service area.

Funding for this report is provided by Illinois Department of Commerce and Economic Opportunity.
The Community Services Block Grant (CSBG) is a federal program, administered by the Illinois Department of Commerce and Economic Opportunity, that helps fund the anti-poverty efforts of the Illinois Community Action Network, which consists of thirty-six local agencies, one state migrant council, and three statewide organizations. The goal of this network is to address the complex issues associated with poverty through programs that meet the immediate needs of the economically disadvantaged for employment, education, housing, nutrition, and healthcare, while helping them move toward self-sufficiency.

Scale of Illinois Poverty in 2015:

In 2015, the Poverty rate in Illinois stood at 13.6 percent, which translates into over 1.7 million people. Additionally, 6.3 percent or almost eight hundred thousand Illinoisans were living in extreme poverty. Community Action Agencies, during this timeframe, provided desperately needed services to more than 1.03 million Illinoisans from 299,091 families. Those CSBG funds utilized in 2015 totaled $30,988,086 with non CSBG funding totaling in excess of $700 million. The Illinois Department of Commerce and Economic Opportunity (DCEO) administers the CSBG program in accordance with federal law and the Illinois Economic Opportunity Act. In its administration, the department places an equal emphasis on self-sufficiency efforts and providing relief for the immediate needs of low-income people. This assistance is provided through a network of community action agencies and other neighborhood organizations, for the reduction of poverty, the revitalization of low-income communities, and the empowerment of low-income families and individuals in rural and urban areas to become self-sufficient.¹

CSBG related programs have been particularly effective in positively impacting the youth in Illinois.

Now more than ever CSBG services are needed. In 2015, child poverty in Illinois stood at 18.9 percent which translates into 548,174 children in the state in need of services and support according to the Heartland Alliance 2015 Report on Illinois Poverty.²

Vulnerable populations served by the Illinois Community Action Network in 2015:

¹ Public Law 105-285, October 27, 1998, Title II- Community Services Block Grant Program.
Serving the economically disadvantaged in 102 counties throughout the State, the Illinois Community Action Network assists over one million individuals annually. Such assistance is supplied through a network of thirty-six local Community Action Agencies (CAAs), one state migrant council, and three statewide organizations. Each member of the network may enlist the support of nonprofits, governments, and private organization in their anti-poverty efforts.

The Community Services Block Grant (CSBG) program was created by the federal Omnibus Budget Reconciliation Act of 1981. The CSBG program is designed to provide a range of services which assist low-income people to attain skills, knowledge and motivation necessary to achieve self-sufficiency. The program also may provide low-income people immediate life necessities such as food, housing and health services.

Members of the Illinois Community Action Network have been assisting the economically disadvantaged since 1965. Public/private partnerships are central to the network, and are reinforced by the statutory requirement that CSBG-funded agencies be governed by a board of directors consisting of elected public officials, appointed leaders from the private sector, and representatives of the low-income community.

The foundation of the Illinois Community Action Network is the federal appropriation received through the CSBG. In 2015, the Illinois Community Action Network spent nearly $31 million in CSBG funding in support of core activities in areas of poverty abatement and economic development. The network also receives contributions from state, local, private, and other federal sources.
Illinois Department of Commerce and Economic Opportunity

The mission of the Illinois Department of Commerce and Economic Opportunity (DCEO) is to provide economic opportunities for businesses, entrepreneurs, and residents that improve the quality of life for all Illinoisans. DCEO is focused on improving transparency and accountability, enhancing customer service, increasing Illinois’ competitiveness, advancing minority empowerment, modernizing Illinois’ workforce, and elevating the state’s promotional efforts.

The DCEO uses an accountability program to take a customer-centered approach to grants management and monitoring. The agency, which administers and oversees nearly 10,000 grants each fiscal year, manages various economic, community and workforce development programs, services, and initiatives. DCEO partners with businesses, local governments, nonprofit organizations, workers and families to enhance the state’s economy.

The DCEO values diligent grant management and monitoring as over 95 percent of the agency’s budget is allocated to grant programs. Our partners and grant recipients must produce results in order for the agency to achieve economic development success at the state level. The DCEO is committed to making the management and monitoring processes a standard of excellence for grant accountability.

The DCEO is the agency tasked with the administration of CSBG funds. Through their leadership tens of thousands of Illinois families receive vital services across the state.

Program Spotlight

At the local level, the foundation of the network’s anti-poverty programs is a comprehensive goal-oriented approach to case management provided by the Community Action Agencies, whereby participants receive individualized guidance from trained professionals.

Sangamon County Department of Community Resources exemplifies this holistic approach to service provision.

Sangamon County Department of Community Resources (SCCR)
2833 S. Grand Ave. East Suite C100
Springfield, IL 62703
217-535-3120
http://co.sangamon.il.us/departments/a-c/community-resources

Service Areas: Sangamon County

The Sangamon County Department of Community Resources (SCCR) strives to improve the quality of life for people with low incomes in Sangamon County through department programs, services and referrals that promote stability and self-determination.

Until families can be stabilized through basic needs, the expectation of moving toward self-sufficiency is not realistic. If a family is seeking a single or short term service (fuel or rent payment), there will be no change in the family’s circumstances except that an immediate crisis was averted. The family may reach a level of stabilization because of receipt of tangible assistance but this type of intervention cannot be expected to change lives. Instead, SCCR provides families with coordinated or “bundled” services that are three to four times more likely to achieve a major economic outcome such as staying employed, earning a vocational certification or associate’s degree, or buying a car.
Illinois Community Action Network Outcomes

Additionally, as poverty often affects several generations, the CSBG Network uses not only “bundled” services but a two-generation approach to poverty. This two-generation approach works to alleviate the burden of poverty for both children and adults. Sangamon County Community Resources (SCCR) often acts as a one-stop shop for access to a huge range of programs under one roof. As an example, a grandmother obtained custody of her grandchild due to the recent incarceration of her daughter and physical abuse by the boyfriend. Her own son had experienced re-entry from 5 years of incarceration and needed work clothes for his new job at a local restaurant. In addition, the grandmother had missed a mortgage payment due to a recent high utility bill. How did SCCR assist her? An SCCR Family Support Specialist provided the grandmother’s Needs Assessment. Secondly, her lack of income to pay basic needs was verified by the submission of documentation around family members’ income, receipts for expenses and current utility bills, DOC release papers, employment verification and her custody of the child. Once the circumstances were verified, the Family Support Specialist worked with the grandmother and the son to set goals which provided for her family stability as well as assisted her son in his desire for employment. The specialist followed up with the family either through face to face meetings or over the phone, every 30 days until the long term goals were met for stabilizing the family.

In this case, a bundle of 5 services were provided to protect the child, stabilize the grandmother and assist her son toward employment. That bundle included: a partial utility payment, a missed mortgage payment, a monthly food box due to a $15.00 monthly SNAP payment, a referral to Senior Services Raising Grandchildren program and a uniform for her son to acquire a work uniform and shoes.
The Anti-Poverty Efforts of Statewide Organizations

The Department of Commerce and Economic Opportunity allocates discretionary funding to three statewide organizations that provide training and technical assistance, economic development strategies, and advocacy on behalf of the Illinois Community Action Network. The DCEO assists eligible organizations in meeting CSBG organizational standards by providing financial resources for the procurement of professional services to assist with the development and implementation of succession planning, comprehensive risk assessment, strategic planning, ROMA Cohort, and Uniform Guidance training.

Illinois Association of Community Action Agencies

Training and Technical Assistance
In 2015, the Professional Development Institute (PDI) held 43 separate trainings and impacted 1,315 separate participants which more than doubled the 2014 numbers for participants. The ROMA peer training initiative was launched with 12 ROMA trainer candidates. Additionally, 5 agencies received strategic planning assistance and two executive leadership training sessions were conducted for 46 attendees.

Training is a critical component for CSBG related agencies that serve to increase overall agency capacity so that both family and community related outcomes can be achieved. 2015 recorded more than 120,000 hours of staff training.

Advocacy

IACAA’s efforts to secure federal pass through funding Advocacy is a core function of the Association. FY 16 challenged the Association and the CSBG Network on multiple fronts.

The FY 2016 budget passed by the Illinois General Assembly was vetoed by the governor. The only spending that was authorized in the vetoed budget was funding for education K-12. The veto included the authorization of federal funds. This meant that Community Action’s core funding was not authorized for spending in the new fiscal year even though the network had existing contracts in place with the state of Illinois. The core funding that was affected was for LIHEAP, Weatherization and the Community Services Block Grant (CSBG). Having the contracts in place meant that the agencies could continue with program operations without access to grant funds until an appropriation was approved for those funds to be spent.

Approach

- IACAA worked with other affected groups to call for a standalone budget bill authorizing the spending of federal funds
- Letters were written to policy makers on the need for a standalone budget
- Letters were written to Congress and the administration
- IACAA testified before the full General Assembly in a Committee of the Whole on the need for a standalone budget
- IACAA testified in committee hearings on the need for federal funds to be appropriated
- Data was gathered from the network on the impact of the inaccessibility to federal funds

Outcome

Senate Floor Amendment 1 to SB 2042 was introduced on 8/3/15 to authorize the spending of federal pass through funds. The bill passed unanimously in the Senate. The House tagged House Amendment 3 which added other federal funds that were left out of the initial bill passed in the Senate. SB 2042 was signed into law by Governor Rauner on 8/20/15. The network was able to access federal funding and resumed services with the rehiring of staff that had been laid off.

Illinois Community Action Development Corporation

The Illinois Community Action Development Corporation (ICADC) was formed in 1999 by the Illinois Association of Community Action Agencies (IACAA) and its membership to increase the amount of affordable housing
throughout the state. Since its inception, ICADC has supported Community Action Agencies in developing or operating affordable housing through one-on-one technical assistance either from in-house staff or outside consultants. ICADC has served as the developer for eighty-four (84) units of multifamily housing and twenty-five (25) units of single family housing.

ICADC has an ongoing mission that continues to focus on affordable housing although it has been expanded to also include economic development. This allows ICADC to strengthen communities by engaging agencies and community leaders in creating additional opportunities that foster better living conditions, create more jobs, and provide financial opportunities to further the mission of Community Action.

**Prairie Meadows Phase II**

The Development Corporation spearheaded a new housing development project in Hoopston Illinois, partnering with the local Community Action Agency, East Central Illinois Community Action Agency. This project is phase II of a development ICADC executed in 2011. This Phase II project will offer 30 units of affordable single-family housing and a community center adjacent to the existing Prairie Meadow Homes-Phase I in Hoopeston Illinois. The design of the homes will mirror those in the existing phase. Five of the homes will be targeted at individuals with disabilities and eighteen will be fully adaptable. Project-based subsidies secured through the Danville Housing Authority will be attached to eight of the homes to ensure affordability. As with the first phase, the tenant will have the first option to purchase their home for the proportional amount of debt remaining in the project at the end of the tax credit compliance period (15 years). Ongoing supportive services will be provided to the residents of Prairie Meadows by East Central Illinois Community Action Agency, Danville Area Community College and other local organizations to ensure their success as a homeowner.

**Illinois Ventures**

Illinois Ventures for Community Action (IVCA) is a statewide not-for-profit corporation comprised of a 37-member network of community action agencies throughout the state of Illinois. Since 1984, IVCA has

<table>
<thead>
<tr>
<th>Low Income Housing Tax Credits</th>
<th>Federal Home Loan Bank - Affordable Housing Program</th>
<th>City of Hoopston Tax Increment Financing</th>
<th>First Mortgage</th>
<th>Deferred Developer Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Equity</td>
<td>• Grant</td>
<td>• Grant</td>
<td>• Loan/Debt</td>
<td>• Equity</td>
</tr>
<tr>
<td>• $7,487,780</td>
<td>• $450,000</td>
<td>• $300,000</td>
<td>• $271,472</td>
<td>• $114,472</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2 Bedroom Units</th>
<th>3 Bedroom Units</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Income Level</strong></td>
<td><strong>No. of Units</strong></td>
</tr>
<tr>
<td>30% of AMI*</td>
<td>2</td>
</tr>
<tr>
<td>50% of AMI</td>
<td>0</td>
</tr>
<tr>
<td>50% of AMI with PBS**</td>
<td>4</td>
</tr>
<tr>
<td>60% of AMI</td>
<td>6</td>
</tr>
</tbody>
</table>

*AMI—Area Median Income  **PBS—Project-Based Subsidy*
worked on behalf of its member Community Action Agencies in partnership with the Illinois Department of Commerce and Economic Opportunity (DCEO) to create and retain jobs, expand local tax bases and reduce poverty throughout Illinois.

2015 Financial Position:

- Liabilities
- Assets

In 2015, assets totaled $8,923,053 against liabilities of $341,126.

Assessing Our Performance

Meeting Local Need
In 2015, the 37 Community Action Agencies in Illinois each developed and submitted a Community Action Plan (CAP).

This plan projected the individualized service delivery systems for each of the CAAs for the 2016 fiscal year. The service delivery systems are prioritized by local need and outcomes are measured in terms of CSBG goals. The CAP provides a design for service provision rather than a measure of services provided. The assessment presented here evaluated the efficacy of the projected programming to meet their intended CSBG goal outcomes. This evaluation reports on mission fulfillment, performance measures, and stakeholder assessments in terms of CAA program design and CSBG goals.

Evaluation Method and Sample of Community Action Agencies
A formative process evaluation was conducted on a representative sample of 2016 CAPs submitted to IACAA by the Illinois area CAAs. Programmatic design was assessed on its focus on locally defined needs. An abbreviated logic model was employed to connect input, activities, and outcomes as is presented below.

First, local need priorities were located within the needs assessment reported in the CAP. Next, the self-defined priorities were compared to this same data in order to contrast stakeholders’ priorities to larger population trends impacting the service population. If a priority list was not provided in the CAP, needs were assessed based on the appropriate demographic, criminal, poverty, and health data within the CAP. Finally, the outcomes defined by the CAA were aligned with programming, national goals, and service descriptions reported. Only CSBG funded programming and services directly provided by the CAA

Logic Model Applied in Evaluation of Community Action Plans:
were included in this analysis. Programs were identified as directly, indirectly, or not meeting locally-identified needs. Outcome measures were labeled as acute or long term in order to assess a level of need met by the CAA.

A representative sample of nine community action agencies was chosen. Intentional sampling was conducted in order to identify a diverse illustration of Illinois CAAs in terms of community demographics, agency budget and staff size, and geographic location within the State of Illinois. A simple random sample would not have ensured the multiplicity of needs and programming across the State were adequately captured. The sample included BCMW Community Services, Inc., C.E.F.S. Economic Opportunity Corporation, DeKalb County Community Action, Embarras River Basin Agency, Inc., Mid Central Community Action, Inc., Northwestern Illinois Community Action Agency, Peoria Citizens Committee for Economic Opportunity, Shawnee Development Council, Inc., and Western Illinois Reg. Council - Community Action Agency. In 2015, this sample of nine CAAs reported a budget range of $450,269 to $16,684,879 with a median budget of $6.8 million. The number of employees at the CAAs ranged from 5 to 238 with a median of 120 and the number of people served ranged from 1,000 to 105,104 with a median of 8,600.

### Community Action Agencies Included in Program Evaluation

- BCMW Community Services, Inc.
- C.E.F.S. Economic Opportunity Corporation
- DeKalb County Community Action
- Embarras River Basin Agency, Inc.
- Mid Central Community Action, Inc.
- Northwestern Illinois Community Action Agency
- Peoria Citizens Committee for Economic Opportunity
- Shawnee Development Council, Inc.
- Western Illinois Reg. Council - Community Action Agency

### Descriptive Statistics of Nine Community Action Agencies included in the Program Evaluation

<table>
<thead>
<tr>
<th></th>
<th>Organization Budget</th>
<th>Number of Employees</th>
<th>Number of Volunteers</th>
<th>People Served</th>
<th>Area Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average</td>
<td>$8,663,136</td>
<td>116</td>
<td>1065</td>
<td>22,866</td>
<td>143,646</td>
</tr>
<tr>
<td>Median</td>
<td>$6,898,226</td>
<td>120</td>
<td>175</td>
<td>8,600</td>
<td>171,770</td>
</tr>
<tr>
<td>Range</td>
<td>$450,269 - 16,684,879</td>
<td>5 - 238</td>
<td>0 - 3,738</td>
<td>1,000 - 105,104</td>
<td>69,008 - 307,049</td>
</tr>
</tbody>
</table>

### Assessment of 2015 Community Action Plans

**Mission Fulfillment:** The CAPs illustrate the Community Action Agencies place as deeply rooted institutions in communities throughout Illinois. Their missions reflect a dedication to mitigate the causes and conditions of poverty set forth by the CSBG. Service delivery systems demonstrate efforts towards this two-part mission through a blend of acute interventions and long term strategies. CAAs directly link their missions to community defined needs. Community-defined needs are often indirectly met through information and referral, rather than direct service provision, indicating the CAAs’ role as a central hub at the local level.

The Community Action Agencies identified between 8 and 18 program “outcomes” in the 2016 CAP. In 95% of these outcome measures, the programming directly or indirectly addressed locally-identified needs. The remaining 5% of activities assessed in the outcome measures were integrated into overall programming in the CAA and is assuredly valuable to the community, but did not reflect the needs identified in the 2016 local needs assessment. CSBG-driven programming in relationship to local need fulfilled by Illinois CAAs is illustrated in the chart below.

**CSBG-Driven Programming at Illinois CAAs**

In multiple rural areas, youth programming was identified as a priority need and youth service provision was included in the report (i.e., school supply drives, information and referral). Yet, few programs comprehensively addressed this need; instead, resources are prioritized to support adults in securing employment and alleviating short-term...
financial crises. A Central-Illinois CAA is mitigating both the cause and the conditions of poverty by intervening with community youth in an innovative way. The Career Club for Youth, hosted by Mid Central Community Action, Inc., is a “weekly program that educates youth in basic job skills and financial literacy” while their parents attend group meetings at the CAA. This programming merges two locally-defined priorities, financial education information and youth programming, into a preventative approach. It exemplifies the intent of CSBG and directly responds to the mission of this CAA.

**Measuring Performance:** In the Community Action Plans, program goals are identified and linked to National CSBG goals and outcomes. Actual service provision is measured via other reporting tools, but is excluded from the CAP. Outcome measures were both acute (intervention to address immediate crises), and long term (measuring change in knowledge or behavior). Outcomes were measured by their impact on the individual rather than the larger effect on the organization or the community at-large (i.e. reduction in unemployment or poverty rates). Though linked to CSBG goals, few outcome measures were quantifiable for evaluation purposes and left it unclear whether the size of the program could address the scope of the problem.

Where national goals were identified in the CAPs, Community Action Agencies overwhelmingly prioritized Goal 1, “Low-income people often lack knowledge of available supportive services or how to best locate appropriate services” and Goal 6, “Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems.” Three CAAs included Goal 5, “Agencies increase their capacity to achieve results.” Goal 2, “The conditions in which the lives of low-income individuals are improved” was included by two. The nine CAAs reported on an average of eleven outcomes linked to these CSBG goals. The CAPs illustrate the value of client-driven programming by linking locally-identified needs directly with programming but did not identify CSBG Goal 3, “low-income people own a stake in their community.” By designing programs based on stakeholder needs, they are doing just that.

**Assessing Need by Surveying Stakeholders:** CAAs provided the findings of stakeholder survey alongside demographic, poverty, crime, and health statistics in their service area. Stakeholder surveys illustrated similarity in need throughout the state but varied in their self-defined priorities. Rural communities identified a dearth of youth programming and substance abuse treatment, as well as, poor access to health care. Stakeholders in larger communities prioritized availability of jobs and affordable housing. In CAAs conducting surveys with multiple stakeholder groups, the need identification was comparable across stakeholders which supports reliability of the survey tools. The surveys for local stakeholders often assessed the importance of the CAAs current programming. Problems were at times identified as a “lack of” the service the CAA offers (e.g. lack of job skills, lack of education, lack of things to do away from school). This design leads the assessments to support current programming and excludes needs outside of the CAA current service delivery system design. In CAPs where the survey method of analysis, response rate, and sample size were not included, it was not possible to draw conclusions about the validity of the needs assessment.

Each Community Action Plan diligently identified poverty rates based on specific demographics, including race, age, and family status. Thorough reports for each county served, which compared local data to state and national trends, were thoughtfully presented. In few cases were these statistics analyzed in relation to programming and survey results. Analysis of the needs of seniors and youth were an exception to this finding. As a result, programming, as presented, addressed different needs based on age, but not race or family status. The needs assessments are quite comprehensive. Only two of the nine programs linked the survey results with the demographic, poverty, health, and crime data to inform programming. It is estimated that organizational resources devoted to collecting the data and building the report exceed the value of the data usage towards program development.

The CAPs reveal a range of skill in program evaluation. This differentiation in report structure appeared to be related to the level of formal evaluation training, indicated by evaluation jargon and report formatting, rather than program development ability. For instance, three CAAs provided thoughtful construction of program outcomes: the CAAs directly and clearly connected needs, programming, and performance measures in a polished presentation. Three CAAs articulated strong linkages between locally-identified needs, CAA-designed
programming, and CSBG-defined outcomes. In the remaining six CAPs, similar programming addresses the locally-identified needs, but the language in the CAP does not adequately describe that linkage and the report lacked essential descriptions. All CAAs presented demographic data alongside stakeholder survey data, but not all CAPs linked the two data sources in order to confirm reliability in identification of local need. This is not a reflection of the value of the programming, instead it merely reflects the construction of the CAP report itself.

Summary of the Evaluation and Recommendations

Overall, the evidence demonstrates that CAAs in Illinois are designing service delivery systems to 1) meet local need, 2) fulfill the organizations’ missions, and 3) achieve CSBG-defined goals. The comprehensive CAPs link together necessary evidence of need and program design. Illinois CAAs prioritized CSBG Goals 1 and 6 which reflects great need in Illinois for emergency services and a centralized unit to assist low-income citizens in accessing community services for low-income individuals and families. Recommendations for program development and local need assessment design are as follows.

Recommendations for Program Design

Recommendation 1: Early intervention approach with youth should be prioritized in rural communities in effort to mitigate the need for intervention during adulthood.

Recommendation 2: Missions statements should expand to include CSBG Goal 3, “low-income people own a stake in their community.”

Recommendation 3: Illinois CAAs should survey program participants and explore programming based on the various demographic findings.

Recommendation 4: The depth of the needs assessment should be reduced or the demographic, poverty, health, and crime data should be directly linked to the programming.

Recommendation 5: Illinois CAAs should ensure that they are assessing need beyond their current service provision design and that problem statements also be defined by the impact on the community at-large.

Recommendation 6: When the need assessment survey response is low, where appropriate, demographic, poverty, health, and crime data should be used to prioritize needs.
**CSBG Statute Goals**
The federal CSBG statute outlines eight broad program goals, which relate to several poverty causing conditions and include:

**Securing and maintaining employment**
1. Securing adequate education
2. Better income management
3. Securing adequate housing
4. Providing emergency services
5. Improving nutrition
6. Creating linkages among anti-poverty programs
7. Achieving self-sufficiency
8. Achieving self-sufficiency

---

**Table 1: 2015 CSBG Fund Expenditure by Service Category**

<table>
<thead>
<tr>
<th>Service Category</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment</td>
<td>8%</td>
<td>15%</td>
</tr>
<tr>
<td>Housing</td>
<td>15%</td>
<td>23%</td>
</tr>
<tr>
<td>Linkages</td>
<td>8%</td>
<td>15%</td>
</tr>
<tr>
<td>Other</td>
<td>4%</td>
<td>5%</td>
</tr>
</tbody>
</table>

In 2015, the single largest investment by the Illinois Community Action Network was for the category of Linkages (25%). This constituted a two-percentage point increase over FY 2014.

---

**Making a Difference: Results Oriented Management and Accountability (ROMA)**
The performance management system known as ROMA outlines six broad national goals that are detailed below.

1. Low-income people become self-sufficient (self-sufficiency and family stability)

---

**Services Provided to Low Income Families**

---

**Selected Outcomes**
This section provides a snapshot of the outcomes and major accomplishments of the Illinois Community Action Network in 2015. To demonstrate impact, the total number of participants achieving an outcome are listed.
Table 1: Completion of Training/Education Programs

<table>
<thead>
<tr>
<th>Accomplishment</th>
<th># of Participants Targeted</th>
<th># of Participants Achieving Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Obtained skills/competencies required for employment</td>
<td>12,365</td>
<td>10,216</td>
</tr>
<tr>
<td>Completed Adult Basic Education or GED Coursework and received a certificate or diploma</td>
<td>505</td>
<td>210</td>
</tr>
<tr>
<td>Completed post-secondary education program and obtained a certificate or diploma</td>
<td>840</td>
<td>516</td>
</tr>
</tbody>
</table>

As reported in Table 2, the network provided assistance with reducing or eliminating barriers to employment by promoting programs that aided participants in job training, skills development, GED related coursework, and post-secondary education.

Table 2: Economic Asset Enhancement

<table>
<thead>
<tr>
<th>Type of Assistance</th>
<th># of Participants Targeted</th>
<th># of Participants Achieving Outcome</th>
<th>Dollar Amount of Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tax preparation</td>
<td>1,769</td>
<td>2,742</td>
<td>$2,051,094</td>
</tr>
<tr>
<td>Obtaining child-support</td>
<td>17</td>
<td>17</td>
<td>$51,225</td>
</tr>
<tr>
<td>Enrolling for telephone and/or energy discounts</td>
<td>18,418</td>
<td>17,902</td>
<td>$4,176,479</td>
</tr>
</tbody>
</table>

Table 3: Reducing Employment Barriers

<table>
<thead>
<tr>
<th>Action Taken</th>
<th># of Participants Targeted</th>
<th># of Participants Achieving Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrolled children in before/after school program</td>
<td>22,436</td>
<td>23,066</td>
</tr>
<tr>
<td>Obtained care for child or other dependents</td>
<td>27,658</td>
<td>27,589</td>
</tr>
<tr>
<td>Obtained access to reliable transportation and/or a driver’s license</td>
<td>3,193</td>
<td>3,175</td>
</tr>
<tr>
<td>Obtained health care services for themselves or a family member</td>
<td>27,465</td>
<td>27,352</td>
</tr>
<tr>
<td>Obtained and/or maintained safe and affordable housing</td>
<td>9,521</td>
<td>8,097</td>
</tr>
<tr>
<td>Obtained food assistance</td>
<td>233,113</td>
<td>256,479</td>
</tr>
<tr>
<td>Obtained non-emergency LIHEAP energy assistance</td>
<td>142,629</td>
<td>140,164</td>
</tr>
<tr>
<td>Obtained non-emergency WX energy assistance</td>
<td>2,639</td>
<td>2,587</td>
</tr>
</tbody>
</table>
Table 4: Emergency Assistance

<table>
<thead>
<tr>
<th>Type of Emergency Assistance</th>
<th># of Participants Seeking Assistance</th>
<th># of Participants Receiving Assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food</td>
<td>230,038</td>
<td>229,811</td>
</tr>
<tr>
<td>Fuel or utility payments</td>
<td>107,120</td>
<td>98,195</td>
</tr>
<tr>
<td>Rent or mortgage assistance</td>
<td>20,392</td>
<td>18,175</td>
</tr>
<tr>
<td>Car or home repair</td>
<td>4,436</td>
<td>3,099</td>
</tr>
<tr>
<td>Temporary shelter</td>
<td>16,944</td>
<td>16,875</td>
</tr>
<tr>
<td>Medical care</td>
<td>1,134</td>
<td>1,019</td>
</tr>
<tr>
<td>Violence prevention</td>
<td>39,135</td>
<td>39,135</td>
</tr>
<tr>
<td>Legal services</td>
<td>1,942</td>
<td>1,942</td>
</tr>
<tr>
<td>Transportation</td>
<td>2,765</td>
<td>2,605</td>
</tr>
<tr>
<td>Disaster relief</td>
<td>569</td>
<td>568</td>
</tr>
<tr>
<td>Clothing</td>
<td>14,416</td>
<td>14,307</td>
</tr>
</tbody>
</table>

Conclusion

2015 presented many compelling opportunities for Illinois Community Action Agencies to demonstrate their competencies across the state due to the ongoing fiscal climate. Despite those challenges thousands of Illinois families received life changing services and support that had a positive impact on their lives. Community Service Block Grant programs strongly support the mission of CAAs across the state particularly in the areas of advocacy, employment and rural assistance. Absent the support of Community Service Block Grant programs marginalized populations, families, and rural communities would be negatively impacted.
## Table A-1: List of Funding, Leveraging Factors, and Volunteer Hours for Individual Community Action Agencies

<table>
<thead>
<tr>
<th>Community Action Agency</th>
<th>CSBG</th>
<th>Non-CSBG</th>
<th>State</th>
<th>Local</th>
<th>Private</th>
<th>State +local</th>
<th>Leverage Factor</th>
<th>Vol. Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>BCMW Community Services Inc.</td>
<td>$238,177</td>
<td>$6,703,076</td>
<td>$1,726,117</td>
<td>$400</td>
<td>$276,700</td>
<td>$2,003,217</td>
<td>8.85</td>
<td>14,297</td>
</tr>
<tr>
<td>Carver Community Action Agency</td>
<td>$134,942</td>
<td>$2,130,761</td>
<td>$599,824</td>
<td>$0</td>
<td>$58,250</td>
<td>658,074</td>
<td>5.12</td>
<td>4,450</td>
</tr>
<tr>
<td>CEFS Economic Opportunity Corporation</td>
<td>$422,125</td>
<td>$12,114,186</td>
<td>$2,821,919</td>
<td>$144,648</td>
<td>$1,604,126</td>
<td>$4,570,693</td>
<td>13.24</td>
<td>140,192</td>
</tr>
<tr>
<td>Champaign County Regional Planning Commission</td>
<td>$612,468</td>
<td>$10,583,748</td>
<td>3,457,411</td>
<td>$2,042,855</td>
<td>$1,323,663</td>
<td>$6,823,929</td>
<td>11.20</td>
<td>4,934</td>
</tr>
<tr>
<td>Chicago Department of Family Support Services</td>
<td>$10,452,048</td>
<td>$206,149,806</td>
<td>$43,986,470</td>
<td>$61,724,968</td>
<td>$2,105,000</td>
<td>$107,816,438</td>
<td>10.52</td>
<td>302,379</td>
</tr>
<tr>
<td>Community &amp; Economic Dev Assn of Cook County</td>
<td>$3,534,123</td>
<td>$73,490,916</td>
<td>$18,641,345</td>
<td>$0</td>
<td>$1,290,481</td>
<td>$19,931,826</td>
<td>10.68</td>
<td>74,726</td>
</tr>
<tr>
<td>Community Action Partnership of Central Illinois</td>
<td>$253,915</td>
<td>$5,401,603</td>
<td>$1,213,551</td>
<td>$35,175</td>
<td>$920,569</td>
<td>$2,169,295</td>
<td>3.37</td>
<td>13,053</td>
</tr>
<tr>
<td>Community Action Partnership of Lake County</td>
<td>$3,534,123</td>
<td>$8,515,313</td>
<td>$1,758,572</td>
<td>$0</td>
<td>$1,316,683</td>
<td>$3,075,255</td>
<td>5.64</td>
<td>745</td>
</tr>
<tr>
<td>Crosswalk Community Action Agency Inc.</td>
<td>$758,617</td>
<td>$2,591,061</td>
<td>$1,538,377</td>
<td>$0</td>
<td>$96,678</td>
<td>$1,635,055</td>
<td>2.19</td>
<td>4,000</td>
</tr>
<tr>
<td>Decatur-Macon Opportunities Corporation</td>
<td>$292,293</td>
<td>$4,616,794</td>
<td>$1,159,367</td>
<td>$82,092</td>
<td>$295,964</td>
<td>$1,537,423</td>
<td>6.17</td>
<td>36,628</td>
</tr>
<tr>
<td>DeKalb County Department of Community Services</td>
<td>$241,469</td>
<td>$4,545</td>
<td>$19,240</td>
<td>$425,484</td>
<td>$1,000</td>
<td>$445,724</td>
<td>1.85</td>
<td>36</td>
</tr>
<tr>
<td>DuPage County Department of Community Services</td>
<td>$981,827</td>
<td>$24,235,712</td>
<td>$6,721,099</td>
<td>$8,290,295</td>
<td>$326,568</td>
<td>$15,337,962</td>
<td>15.65</td>
<td>3,517</td>
</tr>
<tr>
<td>East Central Illinois Community Action Agency Inc.</td>
<td>$350,464</td>
<td>$8,746,677</td>
<td>$1,867,844</td>
<td>$0</td>
<td>$1,071,045</td>
<td>$2,938,889</td>
<td>11.61</td>
<td>155,995</td>
</tr>
<tr>
<td>Embarras River Basin Agency</td>
<td>$471,533</td>
<td>$8,069,860</td>
<td>$2,825,303</td>
<td>$14,418</td>
<td>$587,027</td>
<td>$3,426,748</td>
<td>8.13</td>
<td>56,369</td>
</tr>
<tr>
<td>Illinois Migrant Council</td>
<td>$150,578</td>
<td>$2,513,596</td>
<td>$0</td>
<td>$0</td>
<td>$1,797</td>
<td>$1,797</td>
<td>0.06</td>
<td>1,100</td>
</tr>
<tr>
<td>Illinois Valley Economic Development Corporation</td>
<td>$206,260</td>
<td>$4,345,195</td>
<td>$2,727,605</td>
<td>$37,000</td>
<td>$1,980,527</td>
<td>$4,745,132</td>
<td>24.89</td>
<td>53,560</td>
</tr>
<tr>
<td>Kankakee County Community Services Inc.</td>
<td>$304,920</td>
<td>$2,744,228</td>
<td>$1,236,899</td>
<td>$27,485</td>
<td>$174,020</td>
<td>$1,438,404</td>
<td>4.74</td>
<td>745</td>
</tr>
<tr>
<td>Kendall-Grundy Community Service</td>
<td>$173,757</td>
<td>$1,121,696</td>
<td>$653,227</td>
<td>$193,000</td>
<td>$27,309</td>
<td>$873,536</td>
<td>5.07</td>
<td>1,037</td>
</tr>
<tr>
<td>Madison County Community Development</td>
<td>$598,630</td>
<td>$8,137,899</td>
<td>$3,409,972</td>
<td>$0</td>
<td>$1,461,446</td>
<td>$4,871,418</td>
<td>8.16</td>
<td>1,560</td>
</tr>
<tr>
<td>McHenry County Housing Authority</td>
<td>$351,782</td>
<td>$7,939,693</td>
<td>$891,347</td>
<td>$0</td>
<td>$40,900</td>
<td>$932,247</td>
<td>2.66</td>
<td>244</td>
</tr>
<tr>
<td>MCS Community Services</td>
<td>$133,618</td>
<td>$1,401,979</td>
<td>$352,011</td>
<td>$29,350</td>
<td>$20,000</td>
<td>$401,361</td>
<td>3.03</td>
<td>406</td>
</tr>
<tr>
<td>Mid Central Community Action Inc.</td>
<td>$386,676</td>
<td>$2,309,916</td>
<td>$1,319,637</td>
<td>$13,381</td>
<td>$582,317</td>
<td>$1,915,335</td>
<td>4.97</td>
<td>941</td>
</tr>
<tr>
<td>Northwestern Illinois Community Action Agency</td>
<td>$163,856</td>
<td>$3,219,151</td>
<td>$1,055,045</td>
<td>$74,482</td>
<td>$622,852</td>
<td>$1,752,379</td>
<td>11.03</td>
<td>7,646</td>
</tr>
</tbody>
</table>

16 | 2016 CSBG REPORT
<table>
<thead>
<tr>
<th>Community Action Agency</th>
<th>CSBG</th>
<th>Non-CSBG Local +private</th>
<th>State +Local +private</th>
<th>Leverage Factor</th>
<th>Vol. Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peoria Citizens Committee for Economic Opportunity</td>
<td>$448,341</td>
<td>$10,534,562</td>
<td>$1,416,214</td>
<td>$0</td>
<td>$1,489,866</td>
</tr>
<tr>
<td>Project NOW Inc.</td>
<td>$451,327</td>
<td>$8,371,320</td>
<td>$1,174,891</td>
<td>$1,047,903</td>
<td>$1,048,199</td>
</tr>
<tr>
<td>Rockford Human Services Department</td>
<td>$925,891</td>
<td>$15,075,680</td>
<td>$2,303,527</td>
<td>$699,567</td>
<td>$810,097</td>
</tr>
<tr>
<td>Saint Clair County Community Action Agency</td>
<td>$734,361</td>
<td>$13,333,982</td>
<td>$1,721,558</td>
<td>$0</td>
<td>$73,486</td>
</tr>
<tr>
<td>Sangamon County Department of Community Resources</td>
<td>$444,428</td>
<td>$1,536,117</td>
<td>$371,569</td>
<td>$200,000</td>
<td>$20,000</td>
</tr>
<tr>
<td>Shawnee Development Council Inc.</td>
<td>$218,224</td>
<td>$2,311,410</td>
<td>$780,118</td>
<td>$69,979</td>
<td>$42,069</td>
</tr>
<tr>
<td>Tazwood Community Services Inc.</td>
<td>$237,589</td>
<td>$2,441,576</td>
<td>$964,547</td>
<td>$0</td>
<td>$964,547</td>
</tr>
<tr>
<td>Tri County Opportunities Council</td>
<td>$669,465</td>
<td>$11,024,524</td>
<td>$2,627,542</td>
<td>$0</td>
<td>$1,340,086</td>
</tr>
<tr>
<td>Two Rivers Head Start</td>
<td>$878,906</td>
<td>$9,391,553</td>
<td>$1,146,672</td>
<td>$0</td>
<td>$1,266,952</td>
</tr>
<tr>
<td>Two Rivers Regional Council of Public Officials</td>
<td>$234,478</td>
<td>$3,048,192</td>
<td>$1,147,022</td>
<td>$53,908</td>
<td>$132,242</td>
</tr>
<tr>
<td>Wabash Area Development Inc.</td>
<td>$258,295</td>
<td>$8,596,422</td>
<td>$1,480,340</td>
<td>$0</td>
<td>$237,397</td>
</tr>
<tr>
<td>Western Egyptian Economic Opportunity Council</td>
<td>$144,154</td>
<td>$5,068,542</td>
<td>$1,186,838</td>
<td>$161,196</td>
<td>$1,299,644</td>
</tr>
<tr>
<td>Western Illinois Regional Council</td>
<td>$213,335</td>
<td>$2,421,927</td>
<td>$814,796</td>
<td>$23,615</td>
<td>$103,546</td>
</tr>
<tr>
<td>Will County Center for Community Concerns</td>
<td>$834,513</td>
<td>$4,770,203</td>
<td>$4,797,675</td>
<td>$0</td>
<td>$128,844</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$31,441,508</strong></td>
<td><strong>$502,704,322</strong></td>
<td><strong>$121,915,491</strong></td>
<td><strong>$75,391,201</strong></td>
<td><strong>$24,177,350</strong></td>
</tr>
</tbody>
</table>

The leverage factor reported here is defined as for every $1 received in CSBG funds, the amount of supplemental funding local Community Action Agencies obtain from state governments, local governments, nonprofits, and private businesses.
List of Community Action Agencies

B.C.M.W. Community Services, Inc.
909 E. Rexford, P. O. Box 729
Centralia, IL 62801-0729
618-532-7388 Fax: 618-532-0204
www.bcmwcommunityservices.org
Service Area: Bond, Clinton, Marion, Washington Counties

C.E.F.S. Economic Opportunity Corporation
1805 S. Banker, P. O. Box 928
Effingham, IL 62401-0928
217-342-2193
www.cefseoc.org
Service Area: Christian, Clay, Effingham, Fayette, Montgomery, Moultrie and Shelby Counties

Carver Community Action Agency
P. O. Box 28, 235 E. Main St.
Galesburg, IL 61402
309-342-0158
Service Area: Knox County

Champaign County Regional Planning Commission
1776 E. Washington
Urbana, IL 61803
217-328-3313
www.ccrpc.org
Service Areas: Champaign County

Chicago Department of Family and Support Services
1615 W. Chicago Ave., 3rd Fl.
Chicago, IL 60622
312-743-0300
Service Areas: City of Chicago

City of Rockford Human Services Department
612 N. Church St.
Rockford, IL 61103
815-987-5795
www.rockfordil.gov/human-services.aspx
Service Areas: Boone and Winnebago Counties

Community Action Partnership of Central Illinois
1800 5th St.
Lincoln, IL 62656
217-732-2159
www.capcil.org
Service Areas: DeWitt, Fulton, Logan, Mason, Menard and Piatt Counties

Community Action Partnership of Lake County
1200 Glen Flora Ave., P.O. Box 9059
Waukegan, IL 60085
847-872-5526
www.caplakecounty.org
Service Areas: Lake County

Community & Economic Development Association of Cook County, Inc.
567 W. Lake Street Suite 1200
Chicago, IL 60611
312-795-8844
www.cedaorg.net
Service Areas: Suburban Cook County, City of Chicago

Crosswalk Community Action Agency
410 W. Main
West Frankfort, IL 62896
618-937-3581
crosswalkcaa.com
Service Areas: Franklin, Jackson, Jefferson, and Williamson Counties

Decatur-Macon County Opportunities Corporation
1122 E. Marietta St.
Decatur, IL 62521
217-428-0155
www.dmcoc.org
Service Areas: Macon County

DeKalb County Community Services Department
2550 N. Annie Glidden Rd.
DeKalb, IL 60115
815-758-3910
www.dekalbcounty.org/ComSvs/ComSvs.html
Service Areas: DeKalb County
DuPage County Community Services
421 N. County Farm Rd.
Wheaton, IL 60187
630-682-7000
www.co.dupage.il.us/humanservices/
Service Areas: DuPage County

East Central Illinois Community Action Agency
56 N. Vermilion
Danville, IL 61834-1335
217-443-2705
www.comaction.org
Service Areas: Ford, Iroquois and Vermillion Counties

Embarras River Basin Agency, Inc.
400 W. Pleasant, P. O. Box 307
Greenup, IL 62428
217-923-3113
www.erbainc.org
Service Areas: Clark, Coles, Crawford, Cumberland, Douglas, Edgar, Jasper, Lawrence and Richard Counties

Illinois Migrant Council
28 E. Jackson Blvd., Suite 1600
Chicago, IL 60604
312-663-1522
www.illinoismigrant.org
Service Areas: Statewide

Illinois Valley Economic Development Corporation
223 S. Macoupin St.
Gillespie, IL 62033
217-839-4431
Service Areas: Calhoun, Greene, Jersey and Macoupin Counties

Kankakee Co. Community Services. Inc.
657 E. Court St., Suite 207
Kankakee, IL 60901
815-933-7883
www.kccsi-cap.org
Service Areas: Kankakee County

Kendall-Grundy Community Action
811 W. John St.
Yorkville, IL 60560
630-553-9100
health.co.kendall.il.us/CommunityAction/index.html
Service Areas: Grundy and Kendall Counties

Madison County Community Development
130 Hillsboro Ave.
Edwardsville, IL 62025
618-629-6200
www.co.madison.il.us/communitydevelopment/
CommunityDevelopment.shtml
Service Areas: Madison County

McHenry County Housing Authority
1108 N. Seminary Ave.
Woodstock, IL 60098
815-338-7752
www.mchenrycountyhousing.org
Service Areas: McHenry County

MCS Community Services
345 W. State St.
Jacksonville, IL 62650
217-243-9404
www.morgancounty-il.com/MCS-Community-Services.html
Service Areas: Morgan, Cass and Scott Counties

Mid Central Community Action, Inc.
1301 W. Washington St.
Bloomington, IL 61701
309-829-0691
www.mccainc.org
Service Areas: McLean and Livingston Counties

Northwestern Illinois Community Action Agency
103-109 N. Chicago Ave.
Freeport, IL 61032
815-232-3141
Service Areas: Jo Daviess and Stephenson Counties

Peoria Citizens Committee for Economic Opportunity
711 W. McBean
Peoria, IL 61605
309-671-3900
www.pcceo.org
Service Areas: Peoria County

Project NOW Inc., Community Action Agency
418 19th St.
Rock Island, IL 61201
309-793-6391
www.projectnow.org
Service Areas: Rock Island, Henry and Mercer Counties
Sangamon County Department of Community Resources
2833 S. Grand Ave. East Suite C100
Springfield, IL 62703
217-535-3120
http://co.sangamon.il.us/departments/a-c/community-resources
Service Areas: Sangamon County

Shawnee Development Council, Inc.
530 W. Washington St., P.O. Box 298
Karnak, IL 62956
618-634-2201
www.shawneedevelopment.org
Service Areas: Alexander, Hardin, Johnson, Massac, Pope, Pulaski and Union Counties

St. Clair County CAA
19 Public Square, Suite 200
Belleville, IL 62220
618-277-6790
http://www.co.st-clair.il.us/Departments/Intergovernmental+Grants/
Service Areas: St. Clair County

Tazwood Community Services, Inc.
2005 S. Main St.
Morton, IL 61550
309-266-9941
Service Areas: Tazewell and Woodford Counties

Tri-County Opportunities Council
405 Emmons Ave., Box 610
Rock Falls, IL 61071-0610
815-625-7830
www.tcochelps.com
Service Areas: Bureau, Carroll, LaSalle, Lee, Marshall, Ogle, Putnam, Stark and Whiteside Counties

Two Rivers Head Start Agency
1661 Landmark Road
Aurora, IL 60506
630-406-1444
www.trhsa.org
Service Areas: Kane County (CSBG and Head Start), Kendall, DeKalb, Grundy and Boone Counties (Head Start Only)

Two Rivers Regional Council of Public Officials
107 North 3rd Street
Quincy, IL 62301
217-224-8171 ex. 105
www.trrcopo.org
Service Areas: Adams, Brown, Pike and Schuyler Counties

Wabash Area Development, Inc.
110 Latham St.
Enfield, IL 62835
618-963-2387
www.wadi-inc.com
Service Areas: Edwards, Gallatin, Hamilton, Saline, Wabash, Wayne and White Counties

Western Egyptian Economic Opportunity Council
1 Industrial Park, P.O. Box 7
Steeleville, IL 62288
618-965-3458
www.weeoc.org
Service Areas: Jackson, Monroe, Perry and Randolph Counties

Western Illinois Regional Council – Community Action Agency
223 S. Randolph
Macomb, IL 61455
309-837-2997
www.wirpc.org/communityaction/
Service Areas: Hancock, Henderson, McDonough and Warren Counties

Will County Center for Community Concerns
2455 Glenwood Avenue
Joliet, IL 60432
815-722-0722
www.wcccc.net
Service Areas: Will County