



**Madison County  
Community  
Development**

**2018 Community  
Action Plan**

# 2018 COMMUNITY ACTION PLAN

## TABLE OF CONTENTS

1.	Community Action Plan Summary.....	Page 1
2.	Needs Assessment.....	Page 3
3.	Service Delivery System.....	Page 17
4.	Description of Linkages.....	Page 25
5.	Coordination (WIOA).....	Page 28
6.	Innovative Community and Neighborhood-Based Initiatives.....	Page 33
7.	Youth Programming.....	Page 34
8.	Outcome.....	Page 35

### **III. Community Action Plan**

#### **1. COMMUNITY ACTION PLAN SUMMARY**

Madison County Community Development is a member of the Illinois Association of Community Action Agencies serving the residents of Madison County (MCCD). It is the mission of Madison County Community Development to provide a progressive, responsive and timely development process that focuses on the public interest and results in a balanced, sustainable county.

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.

The planning process for Madison County Community Development is continuous throughout the year and plays an essential role in the development of the Community Action Plan. The Community Action Plan is the agency planning guide for the Community Services Block Grant that describes the related program activities for low-income residents of Madison County. The Community Action Plan details the integration of the Community Services Block Grant program by networking with other agencies and coordinating its efforts to reduce the problems of poverty within the county. The Community Action Plan also identifies the problems and needs of the economically disadvantaged; specifies the resources accessible to meet those needs; plots the general direction that will be taken to meet the needs; and the role the CSBG program will play to help reduce the effects of poverty.

Madison County Community Development engages in long-term planning strategies that require input from community leaders, social service groups and agencies, consumers and community members. Information is collected through surveys and public meetings and is assembled into the development of programs addressing the long-term solutions to problems affecting members of the low-income communities within Madison County.

MCCD has a tri-partite board that is involved in the planning process throughout the year. The CSBG Advisory Board has the responsibility to review and approve programs that define our programs purpose and direction. At each board meeting, the advisory board receives an information packet regarding the status of the program, which includes updates of the current work programs, new initiatives being reviewed, financial statements and intended direction for the next month. The advisory board also reviews and approves the final planning strategy developed from the needs assessment.

The CSBG Advisory Council is comprised of fifteen (15) members, five members each representing the public, private and client (low-income individuals and families) sectors, current members are as follows:

#### **Public Sector:**

Amy Meyer (Chairman), Madison County Recorder of Deeds

Larry Bloemker, Mayor of Hamel

Alan Winslow, Mayor of Bethalto

Christopher Guy, Village of Maryville Trustee

Charles Luehmann, Nameoki Township Highway Commissioner

Private Sector:

Jennifer Roth, Madison County Mental Health Board

Maura Wuellner, United Way of Greater St. Louis

Deborah Edelman, Lewis & Clark Community College Foundation

Dionne Jackson, DHS Division of Rehabilitation Services

1 current vacancy – need to fill by November 22, 2017

Client Sector:

Bessie Palmer Harris, Project Helping Hand

Chad Rollins, William BeDell Achievement & Resource Center

Margarette Trushel, Oasis Women's Center

Kym Brown, Riverbend Head Start & Family Services

Stephanie Terry, Centerstone

The purpose of the Advisory Council shall be: 1) Advising and assisting Madison County Community Development and the County Board in planning, monitoring and publicizing programs to aid the economically disadvantaged residents of Madison County; 2) Advising and making recommendations to the Grants Committee and/or the County Board concerning the Community Services Block Grant program; 3) Promoting community involvement and interaction directed to assist the economically disadvantaged residents of Madison County, through dissemination of information to the public, training, recognition, accountability, problem solving and public relations; 4) Reviewing and advising the Grants Committee on all CSBG grant applications and related CSBG program activities. The CSBG Advisory Council receives board materials/packets which includes all programmatic reports at each regular board meeting.

Madison County Community Development used the needs assessments provided by Illinois Department of Commerce & Economic Opportunity (DCEO) however several questions were revised and additional questions/answers were added. The client assessment/survey was the first to be distributed (Attachment A). Madison County also obtained general characteristics and customer satisfaction. Madison County collected the client surveys from one of the forty-eight outreach sites which include: food pantries, housing authorities, health facilities, and other social services organizations. These agencies distributed the survey as clients were waiting for services at their respective sites. Madison County collected the client surveys during February, March, April and May 2017 for a total of 470. Madison County staff physically entered the completed client assessments on survey monkey to help analyze the results and gain perspective on the client's basic needs and their unmet needs.

Madison County distributed the Stakeholder's assessment through survey monkey to local community stakeholders who have a genuine passion for residents of Madison County (Attachment B). Stakeholders included members of the Madison County Community Collaboration and the Continuum of Care homeless partnership networks such as local elected officials – mayors, township supervisors, county board members, county employees, police and fire departments, school districts, regional economic and development specialists and social service agencies. Most of the questions were closed-ended by checking the appropriate box while 6 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 145 community stakeholder's assessments from survey monkey during the months of March, April and May 2017.

Despite using CSBG funding for administrative, work programs and services, CSBG funds are also used to provide match dollars and supportive services for other MCCD grants serving CSBG eligible citizens of Madison County. This includes the Transitional Housing Program, Homeless Prevention, Emergency and Transitional Housing, Permanent Supportive Housing, Emergency Solutions Grant which are supervised through the Transitional Housing manager for homeless individuals and families as well as the Account Clerk who facilitates the fiscal part the CSBG program and the program clerk who assists with the coordinated homeless referral system through the use of a hotline number.

Funding is made available for on-going CSBG staff training through the Illinois Association of Community Action Agencies (IACAA), Housing and Urban Development (HUD) and Illinois Department of Commerce & Economic Opportunity (DCEO).

## **2. COMMUNITY NEEDS ASSESSMENT**

In the process of assessing the needs of the low-income population in Madison County, the Community Development department gathered demographic data from the U.S. Census Bureau, American Community Survey, American Fact Finder, Social IMPACT Research Center, Illinois Department of Security Employment, Illinois State Board of Education, Madison County Probation & Court Service, Illinois Department of Public Health, Illinois Department of Children and Family Services Foster Care, National Low Income Housing Coalition, Madison County Employment & Training, Illinois Department of Commerce and Economic Opportunity – Community Service Block Grant, Weatherization, Low Income Home Energy Assistance Program and Percentage of Income Payment Plan. Data is also reviewed and collected from past MCCD strategies including the 2011-2015 Consolidated plan, the 2016 Consolidated Annual Action plan, the 2016 Continuum of Care Homeless Strategic plan, and other local area data as well as from the online resource Community Commons.

Each year, MCCD administers a needs assessment to allow clients and community stakeholders to identify areas of need and concern. These 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 the community.

The client needs assessment tool was redesigned in January and distributed to residents inquiring for services. The client needs assessment was collected from low-income residents who visited one of the forty-eight outreach sites which included: food pantries, housing authorities, health facilities, and other social services organizations. These agencies distributed the survey as clients were waiting for services at their respective sites. Madison County collected the client surveys during February, March, April and May 2017 for a total of 470. Madison County staff physically entered the completed client assessments on survey monkey to help analyze the results and gain perspective on the client's basic needs and their unmet needs.

The community stakeholder's need assessment was reviewed and updated in February. The twenty-eight question survey was distributed through survey monkey to local community stakeholders who have a genuine passion for residents of Madison County. Stakeholders included members of the Madison County Community Collaboration and the Continuum of Care homeless partnership networks such as local elected officials – mayors, township supervisors, county board members, county employees, police and fire departments, school districts, regional economic and development specialists and social service agencies. The assessment process enables community members to identify barriers to achieving self-sufficiency goals and causes and conditions of poverty in the community. Most of the questions were closed-ended by checking the appropriate box while 6 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. CSBG staff also conducted a focus group to local stakeholders on March 8, 2017 at the March Community Collaboration meeting. This meeting gave MCCD the opportunity to inform and request the collaboration (community stakeholders) to complete the needs assessment that is used to collect data on the needs of the community. CSBG staff also distributed brochure and the community resource guide of current programs and services. Madison County collected 145 community stakeholder's assessments from survey monkey during the months of March, April and May 2017.

Madison County acknowledges the need/want of more permanent full-time jobs within our communities from both the stakeholder's and the client's completed assessments. In order for clients to maintain employment, a variety of issues need to be addressed. These issues include additional job training skills and additional education. Thirty percent of clients are in need of financial assistance to complete their education as twenty-nine percent need to obtain a high school diploma or GED/HSED. Another challenge facing low-income residents is finding childcare and transportation. Without adequate childcare or reliable transportation, these barriers impede employment options.

The most common unmet needs for clients over the past 12 months were housing, transportation and health needs. The categories where clients more frequently selected include housing (66%), employment (52%), food and nutrition (51%), financial and/or legal (49%). There were 61% of the responded clients who stated that they are currently not employed however less than two percent are actually receiving unemployment benefits.

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

Demographic data for Madison County:

**Total Population by Gender**

According to the U.S. Census Bureau 2015 population estimates, Madison County has a total population of 267,356 people. This is decrease of 1% from the 2012 census. The population and percent of total population by gender is below.

Report Area	Male	Female	Percent Male	Percent Female
Madison County, IL	130,741	136,615	48.9%	51.1%

**Total Population by Race Alone, Total**

Madison County is not too diverse when it comes to race. Eighty-eight percent of the county consists of white (Caucasian); 8% consists of black (African American); 1.5% consists of Asian, Native American/Alaska Native, Native Hawaiian/Pacific Islander, some other race; and 2.2% represents multiple races.

Report Area	White	Black	Asian	Native American / Alaska Native	Native Hawaiian / Pacific Islander	Some Other Race	Multiple Races
Madison County, IL	236,014	21,607	2,248	534	97	1,052	5,804

**Hispanic Population**

The estimated population that is of Hispanic, Latino, or Spanish origin in the report area is 7,998. This represents 2.99% of the total report area population, which is less than the national 17.13% rate. Origin can be viewed as the heritage, nationality group, lineage, or country of birth of the person or the person’s parents or ancestors before their arrival in the United States. People who identify their origin as Hispanic, Latino, or Spanish may be of any race.

Report Area	Total Population	Non-Hispanic Population	Percent Population Non- Hispanic	Hispanic or Latino Population	Percent Population Hispanic or Latino
Madison County, IL	267,356	259,358	97.01%	7,998	2.99%

**Total Population by Age Groups, Total**

The 2011-2015 US Census Bureau American Community Survey estimates the age population consisted of 59,689 (22.3%) children under the 18; 166,751 (62.4%) adults ages 18-64; and 40,916 (15.3%) ages 65 and older.

Report Area	Age 0-4	Age 5-17	Age 18-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65
Madison County, IL	15,842	43,847	24,701	35,287	32,848	38,400	35,515	40,916

**Madison County Poverty Status**

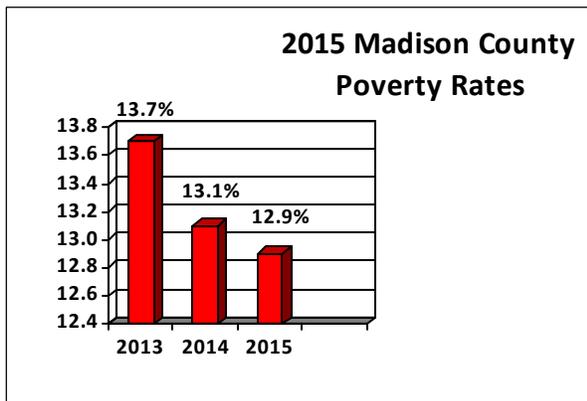
U. S. Census data shows there were 9,845 families below the poverty level and the number of families with related children under 18 years in poverty was 7,014. The total number of female householders in poverty was 5,870. The total number of people living below the poverty level was 34,818, a decrease from last year and representing 13% of the population. The number of people over age 65 living in poverty was 2,684.

Families below poverty level:	9,845
In Married-Couple Family:	2,831
With Related Children 5 years and under:	885
With Related Children 6 years to 17 years:	1,946
In Other Family:	7,014
Male Householder, With Children	1,144
With Related Children 5 years and under:	442
With Related Children 6 years to 17 years:	702
Female Householder, With Children	5,870
With Related Children 5 years and under:	2,328
With Related Children 6 years to 17 years:	3,542
Persons below poverty level:	34,818
Under 18 Years	10,208
18-64	25,928
65 Years and Over	2,684

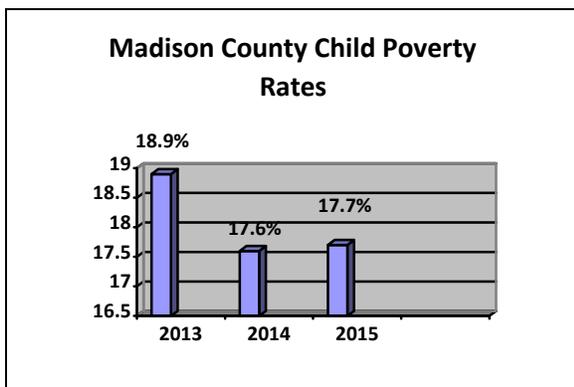
Source: U.S. Census Bureau, American Fact Finder reports B17006 and S1701.

**Poverty, Child Poverty and Income**

Poverty -The 2015 U.S. Census data for Madison County shows families continuing to face persistent challenges in their struggles to gain a foothold on the path to economic recovery. The poverty data reports that the 2015 Madison County poverty rate has slightly decreased to 12.9% from 13.1% in 2014. In order to determine how to measure poverty, official poverty data is based on the federal poverty thresholds, which are used to determine the status. The measure is not geographically specific and does not reflect what it takes for families to make ends meet. The report indicates the number of people living in poverty in 2015 was 33,734, which is a decrease from the 34,436 people reported living in poverty during 2014.



Child Poverty - Children are particularly vulnerable to poverty and often have a higher poverty rate than the general population. According to the 2015 US Census data, there were 10,208 children under the age of 18 living below the poverty line in Madison County. The report indicates a slight increase from the 17.6% reported in 2014 to the current 17.7%.



Income - The median household income decreased to \$52,969 in 2015 from \$54,375 in 2014, which is slightly lower than the past year. The county median household income is slightly lower than the overall state median household income of \$59,590. Financial security is vital to human dignity and is the backbone of a strong community and economy. The current economic climate underscores the need for the development of quality jobs that allow people to work and not live in poverty.

Source: 2015 U.S. Census Bureau and Social IMPACT Research Center.

**2015 Labor Force By Sex, Race and Ethnicity**

The labor force in Madison County for 2015 was 137,210. A total of 71,275 (51.9%) members of the labor force are male and 65,935 (48.1%) are female. The White, non-Hispanic labor force represents 90% of the labor force.

	Number of People					
	Total		Male		Female	
	Number	Percent	Number	Percent	Number	Percent
<b>Total Civilian Labor Force, Aged 16+</b>	<b>137,210</b>	<b>100%</b>	<b>71,275</b>	<b>51.9%</b>	<b>65,935</b>	<b>48.1%</b>
<b>One Race, Any Ethnicity</b>						
White Alone	123,349	89.9%	65,110	47.5%	58,239	42.4%
African American	9,786	7.1%	4,108	3.0%	5,678	4.1%
Asian & Pacific Islander	1,281	0.9%	675	0.5%	606	0.4%
Native American	279	0.2%	116	0.1%	163	0.1%
Other	705	0.5%	344	0.3%	361	0.3%
Two or More Races, Any Ethnicity	1,810	1.3%	922	0.7%	888	0.6%
Hispanic, Any Race	3,910	2.8%	2,167	1.6%	1,743	1.3%
<b>Total Civilian Labor Force, Aged 16+</b>	<b>137,210</b>	<b>100%</b>	<b>71,275</b>	<b>51.9%</b>	<b>65,935</b>	<b>48.1%</b>
<b>White, non-Hispanic</b>	<b>120,345</b>	<b>87.7%</b>	<b>63,392</b>	<b>46.2%</b>	<b>56,953</b>	<b>41.5%</b>
<b>All Others, including Hispanic</b>	<b>16,865</b>	<b>12.3%</b>	<b>7,883</b>	<b>5.7%</b>	<b>8,982</b>	<b>6.5%</b>

Source: U.S. Census Bureau, 2015 American Community Survey (ACS), 5 –year Estimates.

**Unemployment Rates**

The annual average unemployment rate for July 2017 in Madison County was 5.1% of the labor force, much lower than last year however still higher compared to the unemployment rate for the State of Illinois and the United States.

Unemployment Rates	2014	2015	2016	2017
Madison County	6.8%	5.2%	6.0%	5.1%
State of Illinois	6.8%	5.6%	5.6%	4.9%
United States	6.2%	5.3%	4.5%	4.6%

Source: Illinois Department of Security Employment Security, Economic Information & Analysis Division, US Department of Labor, Bureau of Labor Statistics.

**High School Chronic Truant, Dropout, and Graduation Rates** - According to the data collected, the percentage of Madison County students who have dropped out of the 2015-2016 academic school year is 2.6% which is higher than the State average of 2%. Dropouts include students in grades 9-12 whose names have been removed from the district- housed roster for any reason other than death, extended illness, graduation/completion of a program of studies, transfer to another public/private school or expulsion.

Beginning in 2012, chronic truants include students subject to compulsory attendance who have been absent without valid cause from such attendance for 5% or more of the regular attendance days which is a more stringent criterion than the 10% used previously. The percentage of chronic truants in Madison County is 8.0%, while the State average is a little higher at 9.8%. Madison County had a graduate rate of 85%.

District	Chronic Truant Rate	High School Dropout Rate	High School Graduate Rate
Alton CUSD #11	16.9%	3%	80%
Bethalto CUSD #8	2.9%	2%	89%
Collinsville CUSD #10	6.1%	2%	81%
East Alton-WR CUSD #14	12.5%	4%	85%
Edwardsville CUSD #7	3.3%	1%	94%
Granite City CUSD #9	18.2%	6%	75%
Highland CUSD #5	4.9%	1%	87%
Madison CUSD #12	3.8%	3%	81%
Roxana CUSD #1	11.6%	3%	85%
Triad CUSD #2	1.0%	1%	96%

Source: Illinois State Board of Education - Illinois School Report Card, August 2017.

**Juvenile Probation** – Madison County operates a juvenile detention home which is a twenty-one bed facility utilized as the County’s temporary placement center for juvenile awaiting court decisions on their cases. The main functions of this facility are to provide continuing education while juveniles are housed in facility, provide internal and community recreational opportunities, and provide counseling and social service activities relating to the juvenile case.

During 2015 program year, there were 709 juvenile who received standard probation supervision.

The total number of detention screenings: 423      Average length of detention stay: 25 days

There were 5 juvenile offenders under probation supervision who received a commitment to the Illinois Department of Juvenile Justice (IDJJ).

Source: Probation Programs and Operations Annual Data Reporting, 2016.

***Teenage Births*** - This chart illustrates the total number of births in Madison County along with the number and percentage of teenage births categorized from under 15 years, 15 – 17 years and 18 – 19 years. The numbers shown in the above chart continues to indicate a tremendous decrease in the number of teen births in Madison County. Babies born to these young mothers often grow up in poverty and are more likely to receive late or no prenatal care, have gestational hypertension and anemia, and achieve poor maternal weight gain. Pregnant teens are also more likely to have pre-term delivery and low birth weight, increasing the risk of child developmental delay, illness and mortality.

During the past year, there were a total of 476 children placed within Madison County, 140 placed in Foster Care, 323 placed in Relatives Care and 13 placed in Institutions/Group Homes.

<b>Madison</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
<b><i>Total Births</i></b>	<b>3,441</b>	<b>3,272</b>	<b>3,221</b>	<b>3,233</b>	<b>3,117</b>	<b>3,094</b>
<b><i>Teen Births</i></b>	<b>399</b>	<b>315</b>	<b>311</b>	<b>65</b>	<b>262</b>	<b>212</b>
<b><i>Teen Births (%)</i></b>	<b>11.6%</b>	<b>9.6%</b>	<b>9.7%</b>	<b>8.2%</b>	<b>8.4%</b>	<b>6.9%</b>
<b><i>&lt; 15 years</i></b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>
<b><i>15-17 years</i></b>	<b>115</b>	<b>80</b>	<b>90</b>	<b>69</b>	<b>75</b>	<b>67</b>
<b><i>18-19 years</i></b>	<b>279</b>	<b>231</b>	<b>219</b>	<b>195</b>	<b>186</b>	<b>142</b>

Source: Illinois Department of Public Health, Aug 2017 and State of Illinois Department of Children and Family Services Foster Care by Placement County, July 31, 2017.

**Rental Housing Fair Market Rents & Housing Wages** - In Madison County, the housing wage is \$22.35 (housing equals 30% of salary). This is the amount a full time worker needs to earn per hour to be able to afford a three-bedroom unit at Fair Market rent. This is 259% of the minimum wage (\$8.25). In addition, a household working at minimum wage would need to work 111 hours per week to afford a three-bedroom unit. A Supplemental Security Income recipient who is receiving \$735 monthly can afford to spend no more than \$221 in monthly rent, while the Fair Market Rent for a one bedroom is \$690.

Total number of households	<b><u>Number of Households</u></b>	
	Renter	Percent of Renter Households
107,111	31,171	29%

Estimated Median Family Income	<b><u>Family Income</u></b>				
	Annual	Monthly	Monthly Housing Cost 30%	Percent of Median Family Income 50%	80%
\$74,500	\$6,208	\$559	\$932	\$1,490	\$1,863

<b><u>Fair Market Rents by Number of Bedrooms</u></b>				
0 Bedroom	1 Bedroom	2 Bedroom	3 Bedroom	4 Bedroom
\$609	\$690	\$896	\$1,188	\$1,385

<b><u>Annual Income Needed to Afford Fair Market Rent</u></b>				
0 Bedroom	1 Bedroom	2 Bedroom	3 Bedroom	4 Bedroom
\$24,360	\$27,600	\$35,840	\$47,520	\$55,400

Number of Bedrooms	<b><u>Housing Wage</u></b>	
	Hourly Wage Needed to Afford (40 hours per week)	Percent of Minimum Wage (\$8.25)
0	\$11.71	130%
1	\$13.27	150%
2	\$17.23	196%
3	\$22.85	259%
4	\$26.63	299%

<b><u>Hours Worked Per Week At Minimum Wage to Afford</u></b>				
0 Bedroom	1 Bedroom	2 Bedroom	3 Bedroom	4 Bedroom
57 hours	64 hours	84 hours	111 hours	129 hours

Source: National Low Income Housing Coalition: [www.nlihc.org](http://www.nlihc.org); Out of Reach, 2017; Madison County, Illinois.

***Workforce Innovation & Opportunity Act*** – Madison County Employment & Training served 454 persons during the 2016 program year (July 1, 2016- June 30, 2017).

<b>Demographic Groups</b>		<b>Number of Persons Served in 2016</b>	
<b>Sex:</b>	Male	220	48.5%
	Female	234	51.5%
<b>Total</b>		<b>454</b>	<b>100%</b>
<b>Age:</b>	14-18	126	27.7%
	19-21	57	12.6%
	22 and over	271	59.7%
<b>Total</b>		<b>454</b>	<b>100%</b>
<b>Race/Ethnic Group:</b>	White	266	58.6%
	African-American	150	33.0%
	Hawaiian/Pacific Islander	3	0.7%
	American Indian/Alaskan Native	5	1.1%
	Asian	4	0.8%
	Hispanic	13	2.9%
	Not Indicated on report	13	2.9%
<b>Total</b>		<b>454</b>	<b>100.0%</b>
<b>Education:</b>	Drop-out	128	28.2%
	Student	47	10.4%
	High School Graduate	145	31.9%
	Post High School Attendee	72	15.9%
	College Graduate	38	8.4%
	Not Indicated on report	24	5.2%
<b>Total</b>		<b>454</b>	<b>100.0%</b>

Source: Madison County Employment & Training Target Population Summary, August, 2017.

**Illinois Home Weatherization Assistance Program** – The Weatherization program served 67 homeowners during the 2017 program (July1, 2016 to June 30, 2017).

Demographic Groups		Number of Persons served	
Sex:	Male	22	31.0%
	Female	45	69.0%
	<b>Total</b>	<b>67</b>	<b>100%</b>
Age:	Under 21	1	1.5%
	21-44	21	31.3%
	45-59	19	28.4%
	Over 59	26	38.8%
	<b>Total</b>	<b>67</b>	<b>100%</b>
Race/Ethnic Group:	White	56	83.6%
	African-American	9	13.4%
	Native American	1	1.5%
	Asian	0	0.0%
	Hispanic	0	0.0%
	Other/unknown/unstated	1	1.5%
<b>Total</b>	<b>67</b>	<b>100.0%</b>	
Ownership Type:	Own	67	100%
	<b>Total</b>	<b>67</b>	<b>100%</b>
<b>Disabled Members:</b>		<b>42</b>	<b>62.7%</b>

Source: Illinois Department of Commerce and Economic Opportunity, Illinois Home Weatherization Assistance Program Results by Final Inspection Date, Report Date July, 2017.

**Community Services Block Grant** - The CSBG served 4,141 persons during the 2016 program (January 1, 2016 to June 30, 2017).

Demographic Groups		Number of Persons	
<b>Sex:</b>	Male	1,582	38.2%
	Female	2,559	61.8%
	<b>Total</b>	<b>4,141</b>	<b>100.0%</b>
<b>Age:</b>	0 - 5	466	11.3%
	6 - 11	558	13.4%
	12 - 17	379	9.1%
	18 - 23	263	6.4%
	24 - 44	1,116	27.0%
	45 - 54	470	11.3%
	55 - 69	625	15.1%
	70 +	264	6.4%
	<b>Total</b>	<b>4,141</b>	<b>100%</b>
<b>Race/Ethnic Group:</b>	White	1,940	46.8%
	African American	1,979	47.8%
	Other	74	1.8%
	American Indian/Alaska Native	22	0.5%
	Asian	6	0.2%
	Native Hawaiian/Pacific Islander	2	0.1%
	Multi-race	118	2.8%
	<b>Total</b>	<b>4,141</b>	<b>100.0%</b>
<b>Ethnicity:</b>	<b>Hispanic</b>	<b>128</b>	<b>3.1%</b>

Source: MCCD Community Services Block Grant 6th Quarter Report, July 2017.

**Low Income Home Energy Assistance Program** - The LIHEAP program served 8,270 persons during the 2017 program (September 1, 2016 to May 31, 2017).

Demographic Groups		Number of Persons	
<b>Sex:</b>	Male	3,518	42.5%
	Female	4,752	57.5%
	<b>Total</b>	<b>8,270</b>	<b>100%</b>
<b>Age</b>	Under 21	399	5.9%
	21-44	2,737	40.7%
	45-59	1,944	28.9%
	60 and over	1,643	24.4%
	<b>Total</b>	<b>6,723</b>	<b>100%</b>
<b>Race/Ethnic Group:</b>	White	3,577	59.0%
	African-American	2,206	36.4%
	Native American	12	0.2%
	Asian	17	0.3%
	Hispanic	94	1.6%
	Other	154	2.5%
	<b>Total</b>	<b>6,060</b>	<b>100.0%</b>
<b>Disabled Members:</b>		<b>1,941</b>	<b>28.9%</b>
<b>Ownership Type:</b>	Own	1,487	-
	Rent	3,194	-
	Subsidized housing	1,037	-
	Other	64	-

Source: Illinois Department of Commerce and Economic Opportunity, Low Income Home Energy Assistance Program Demographics Program Report 2017 – September 2017.

**Percentage of Income Payment Plane (PIPP)** - The PIPP program helps low-income, seniors and other fixed income households to manage their utility bill and break the cycle of disconnections and reconnections. PIPP served 229 persons during the 2017 program (September 1, 2016 to May 31, 2017).

Demographic Groups		Number of Persons	
<b>Sex:</b>	Male	77	34%
	Female	152	66%
	<b>Total</b>	<b>229</b>	<b>100%</b>
<b>Age</b>	Under 21	50	21%
	21-44	28	12%
	45-59	64	28%
	60 and over	87	38%
	<b>Total</b>	<b>229</b>	<b>100%</b>
<b>Race/Ethnic Group:</b>	White	124	54%
	African-American	94	41%
	Native American	1	<0.1%
	Asian	0	0.0%
	Hispanic	3	1.3%
	Other	7	3%
	<b>Total</b>	<b>229</b>	<b>100.0%</b>
<b>Disabled Members:</b>		<b>131</b>	<b>28.9%</b>
<b>Ownership Type:</b>	Own	54	37%
	Rent	52	36%
	Subsidized housing	37	26%
	Other	2	1%

Source: Illinois Department of Commerce and Economic Opportunity, PIPP Demographics Program Report 2017 – September 2017.

### 3. SERVICE DELIVERY SYSTEM

The service delivery system in Madison County identifies the accessibility and effectiveness in meeting the needs of low-income clients using each of the Community Services Block Grant work program categories, identifying internal agency wide resources and external resources within the County.

#### *Existing and Continuing Community Services to Assist Low-Income Individuals*

##### **Employment/Economic Development**

The Community Development Department is responsible for activities that help stimulate economic growth and job creation. Activities include administering the Gateway Commerce Center, the Riverbend and Southwestern Madison County Enterprise Zones, marketing and retention programs, technical and referral services, the Community Development Block Grant program, Community Services Block Grant program, the Urban Development Action Grant infrastructure loan program to municipalities and business site location assistance and other activities that lead to job creation/retention and business investment.

The Employment and Training Department (ETD) is responsible for the Workforce Innovation & Opportunity Act (WIOA), whose mission is “To provide services to customers, both business and job seekers, which will help the community reach its full potential”. To accomplish this mission, the Employment and Training department develops partnerships with area service providers, educational institutions, local government and private industry to provide a wide range of programs addressing needs of the workforce. The Madison County Employment and Training Department is the county’s most comprehensive employment resource. Madison County Community Development and the Madison-Bond Workforce Innovation Board and Madison County Workforce Center One-Stop Partnership have a Memorandum of Understanding (MOU) that fulfills the WIOA requirement to document and come to an agreement for State and local partners for the negotiating cost sharing, service access, service delivery and other matters essential to the establishment of effective local workforce development services.

The Salvation Army – Granite City Corps operates a computer lab for area residents searching for employment opportunities and creating their resumes. This lab opened as a direct result of the area Employment and Training Department satellite office closing due to drastic budget cuts. The Veteran's Assistance Commission office posts current job placements, job/career fair information, transportation assistance (bus tokens) and a computer lab for resumes. Madison County Community Development continues to participate in a Skills Training program with the local employment and training department, Lewis & Clark Community College, Southwestern Illinois College and The Nurses’ Station to provide classroom training in highly marketable skills.

Madison County coordinates its employment/economic development activities with state, regional and local organizations. Madison County partners with numerous other local developers, municipalities, financial institutions, utilities, railroad companies, and many others to encourage business development in our region.

## **Education**

In 2014, Madison County's Regional Office of Education opened one of the most advanced computer-based testing centers for the GED and professional licensure in Southern Illinois. The facility offers a full range of tests provided through Pearson VUE Testing including educator licensure testing, CompTIA, Cisco System, Inc. and ACSM, along with numerous other tests. The need for the new testing center stems from the elimination of the GED test being offered on paper. The Regional Office of Education office also provides course maintenance with the public school system. This office coordinates with local school districts and the two local community colleges. Madison County Community Development partners with other agencies working with at-risk youth to promote education and to ensure the No Child Left Behind initiative.

Madison County Community Development provides several educational opportunities through the Community Services Block Grant program. This funding is coordinated with local resources from the Employment & Training Department to provide a Skills Training program. This program offers classroom training in highly marketable skills as well as providing supportive services to local Employment & Training clients and students enrolled in vocational training. Community Services Block Grant funding is also used to partner with Lewis & Clark Community College and Southwestern Illinois College for their Certified Nursing Assistant (CNA) Program and other vocation skills training such as; welding, automotive, highway construction, warehousing and forklift safety certification, blueprinting, computer numeric coding and career training programs. MCCD recently began partnering with The Nurses' Station to provide phlebotomy and C.N.A. recertification training for those with a career in nursing to help further them along in their profession.

CSBG funds also provide for educational youth programs with Quad City Community Development and Venice Park District by assisting with the coordination of summer camps designed to provide educational, physical and nutritional lessons to youths. These programs provide daily group sessions, exercise and activities as well as weekly guest speakers and field trips. Riverbend Family Ministries provides a developmental initiative consisting of youth violence prevention and counseling programs empowering youth to make safer and better choices. Madison County Community Development also works with local school districts by providing assistance with the purchase of school supplies and their back to school events. Assistance with school supplies is greatly needed in several low-income school districts where the entire district is below poverty.

Post-high school education is provided within Madison County by Lewis & Clark Community College, Southwestern Illinois College, and Southern Illinois University Edwardsville. Vocational, technical, and trade schools are available to provide the training foundation needed by many in the low-income population. CSBG funds help to provide supportive services for low-income students seeking secondary education. Madison County also hosts a Scholarship Awards reception announcing recipients of the grant for the upcoming school year.

The Community Services Block Grant program provides funding to Lewis & Clark Community College and Southwestern Illinois College for their Adult Basic Education - G.E.D. Program.

Madison County Community Development purchases vouchers for students to use when they are ready to take the G.E.D. exam and are unable to afford them. Beginning in 2014, the State of Illinois changed the G.E.D. process. This version includes four parts including language arts, math, science and social studies. There are several educational programs targeting low-income residents available at local colleges and local service organizations. Classes include child and spousal abuse, G.E.D., family planning, alcohol/drug abuse, teen parent services, special education programs for the physically and mentally challenged as well as many counseling programs.

The Head Start program in Madison County is operated through Riverbend Head Start & Family Services. Riverbend Head Start & Family Services develops partnerships with community day care providers and local school districts to ensure that comprehensive child development services are available throughout the county.

Lewis & Clark Community College also operates a Youthbuild grant. The Youthbuild program assists young adults ages 16 to 24 to receive pre-apprentice certificate training and their GEDs while providing skills for future careers in health, automotive, construction, welding, emergency medical technician (E.M.T) and technology fields.

### **Income Management**

Madison County Community Development administers the Emergency Solutions Grant through service contracts with Madison County Catholic Charities, The Salvation Army- Alton, Riverbend Family Ministries and the Madison County Urban League to provide income management. The purpose of the program is to assist individuals and families to quickly regain stability in permanent housing after experiencing a housing crisis or homelessness. When using CSBG funding for rental assistance, income management counseling is required so individuals and families can identify money management deficiencies and focus on rebuilding and maintain self-sufficiency.

Several other agencies provide credit counseling, budgeting, life skills and income management services. Chestnut Health Systems and Behavioral Health Alternatives provide both group budgeting workshops and one-on-one sessions. AgeSmart Community Resources sponsors the Volunteer Money Management program (VMM), which is designed to help older adults manage day-to-day financial tasks so they can remain self-sufficient. Justine Petersen assists in working with customers to improve their credit score, create new lines of credit and deal with old credit issues. Justine Petersen also works with financial institutions and supports small businesses through funding and technical assistance.

The Madison County Community Development Transitional Housing Program provides an intensive case and income management to its homeless individuals and family participants.

### **Housing**

Madison County Community Development operates several programs promoting safe, stable, healthy and affordable housing. The Community Development Department assists low-income families with Weatherization and Energy Assistance. Community Development also assists low and moderate-income households with the Homebuyer Rehabilitation Assistance

Program.

Madison County Community Development works with local, state and federal resources to develop new affordable housing for low and moderate income households. The housing development includes rental and owner-occupied single and multiple unit development. Madison County Community Development provides HOME funding to Community Housing Development Organizations (CHDO's) for housing development.

Madison County Community Development operates the Rental Housing Support Program funded through the Illinois Housing Development Authority to provide 20 units of subsidized rental housing for a total of 51 low-income families and individuals.

The Madison County Housing Authority, Granite City Housing Authority, and Alton Housing Authority all provide subsidized housing. Additionally, the Madison County Housing Authority handles the Section 8 Housing program. Madison County Community Development participates in housing redevelopment projects with each of the public housing authorities and many of the older housing units are being demolished and being replaced with new housing. Last year the Madison County Housing Authority began demolition of its Collinsville area housing units which will be replaced with modern, vibrant developments designed to promote family self-sufficiency, and reinforce neighborhood reinvestment. The new development leads to reduction in neighborhood crime, a greater sense of security, and instills a sense of pride in maintaining the individual properties that should yield benefits for decades to come. Phase One of the process is almost complete with the demolition and rebuilding of the entire infrastructure for the complex, along with housing placement of clients to begin shortly. Phase Two is currently in full swing and hopes to be finished by the end of the year. In all, 80 low-income affordable housing units will be replaced.

Madison County Continuum of Care inventory chart indicates 85 beds available for the transitional housing program along with the 144 Permanent Supportive Housing Projects totaling 229 units that receive funding through the HUD CoC Program Competition.

### **Emergency Services**

Madison County Community Development operates several services providing emergency assistance to low and moderate-income County residents. The following emergency services are available to Madison County residents:

Low Income Home Energy Assistance Program provides funding to assist eligible households to meet the cost of home energy bills.

The Community Development Block Grant and HOME funds provide emergency housing rehabilitation where dangerous health and safety risks are present.

Community Services Block Grant program offers minor home repairs for those homeowners where at-risk health and safety issues exist denying the client access into their home. Madison County Community Development partners with Impact, CIL to provide a ramp program for the

disabled low-income population.

Community Services Block Grant program offers assistance with food, medical, rental, transportation (car repairs), clothes and referral services. The County coordinates assistance for funding with the United Way offices and our network of social service agencies. CSBG operates a rental assistance program for those clients in emergency situations to obtain and/or maintain housing. MCCD partners with Madison County Catholic Charities, The Salvation Army-Alton, Riverbend Family Ministries and the Madison County Urban League to determine the rental emergency and if CSBG funding can be used to maintain ones housing. CSBG provides funding for transportation which consists of car repairs as it relates to maintaining employment.

The Department of Human Services Homeless Prevention Program and the Emergency and Transitional Housing grant, Emergency Solutions Grant and other emergency funds are coordinated in the emergency services and Continuum of Care network. Clients are linked to needed services through agency referrals and network outreach.

Madison County Community Development operates a twenty unit transitional housing program for homeless families and individuals. The program operates as scattered site leased housing with supportive services provided. Funding for the program is through HUD – Supportive Housing Program, Community Services Block Grant, and Illinois Department of Human Services.

Madison County works with the local shelters in providing homeless services. Locally there are five homeless shelters and three agencies that provide hotel vouchers for overnight shelter. The United Way of Greater St. Louis, The Salvation Army and other donations provide for the majority of local funding. The Salvation Army in Alton provides emergency shelter to single adult men and to women with children. The Oasis Women's Center and Phoenix Crisis Center provide housing for female victims of spouse and child abuse. Good Samaritan House provides shelter to women and children. Alcoholic Rehabilitation Community Home (ARCH) provides shelter and rehabilitation for recovering male alcoholics.

The Community Services Block Grant program provides funding to The Salvation Army – Granite City Corps for the southern part, The Salvation Army – Alton Corps for northern part and Collinsville Township serving the eastern part of Madison County to assist homeless persons with hotel stays when shelters are at capacity.

Madison County Community Development facilitates the community wide collaboration for developing strategies to address homeless problems and end chronic homelessness. The Madison County Partnership to End Homelessness has 85 beds for transitional housing along with the 144 Permanent Supportive Housing Projects totaling 229 units through funding from the HUD CoC Program Competition.

### **Nutrition**

AgeSmart Community Resources is the lead agency partnering with Senior Services Plus and to provide congregate and home delivered meals for seniors. Collinsville Area Meals on

Wheels and Highland Area Meals on Wheels Programs provide meals to homebound seniors. Collinsville Township Senior Center also provides a congregate meal program for breakfast and lunch as well as hosting a monthly senior activity event. Nutritional education programs and services for older workers are provided at luncheon sites at the local Senior Citizen Centers. Coordinated Youth and Human Services are responsible for the Women, Infant and Children programs throughout the county. Coordinated Youth and Human Services also promotes the Food Outreach Program by providing summer weekend meals for students with backpacks filled with nutritious and easy-to make meals and snacks to reduce hunger over the weekend. Community Services Block Grant funds are used to assist Senior Services Plus, Highland Area Meals on Wheels, and Collinsville Township with their meals programs.

MCCD partners with the Venice Township to provide a monthly food voucher for low-income disabled and/or seniors living within the low-income community of Venice and Madison, IL.

Food pantries operate throughout the county providing food and essential items to needy clients. The food pantries and soup kitchens continue to report astounding increases in the number of persons seeking help with groceries each month. The pantries operate on local United Way funding, local donations of food and money, the Emergency Food and Shelter Grant and Community Services Block Grant funding. The food pantries and soup kitchens also provide recipes, coupons, nutritional counseling, cooking demonstrations and food preparation classes.

The St. Louis Area Foodbank is the sole non-profit distributor of United States Department of Agriculture (USDA) products for both eastern Missouri and southwestern Illinois. Donations received from the community food drives, retail partnerships and the Feeding America network, The St. Louis Area Foodbank works to provide solutions to the hunger crisis through our programs such as The Emergency Food Assistance Program (TEFAP), the Commodity Supplemental Food Program (CSFP), and Transitional Housing Programs. They are constantly looking into new programs that will help fight hunger in the region.

Committee members from the Community Hope Center have created two programs in order to help bring together the local community and the homeless population. Soup for the Soul Soup Kitchen is a unique place where anyone can stop by, grab some soup and sandwiches and have a conversation over lunch with strangers and old friends. By promoting their soup kitchen another idea emerged with the creation of the Garden of Hope. The garden plot continues to teach a skill as well as allowing the soup kitchen to reap the benefits of the fresh produce and provide for a healthier lunch.

Several local communities have created their own community market to promote locally grown, fresh, naturally ripened farm products, tasty baked goods with locally grown ingredients as well as wonderful art and gift ideas. These markets (Alton Farmers and Artisans Market, Land of Goshen in Edwardsville, and Highland Farmers Market) operate at various days and times throughout late spring, summer and early fall and provide a safe, wholesome environment for the entire family.

### **Linkages**

The Madison County Community Development Department networks with many local associations to coordinate and plan effective service delivery systems for low-income residents. Madison County Community Development maintains a formal delegate agency contract with each of agency to provide specific direct client services. By coordinating resources, this gives the client direct access to our services throughout Madison County.

Madison County Community Development conducts public meetings, presentations and workshops throughout the county to inform people of existing services. We maintain and produce a resource packet full of essential information to assist clients looking for housing – landlord listings and assisted housing projects for specialized population, legal services, shelters, and other useful data. Madison County also produces pamphlets and media releases to keep the public informed of services.

Much of the direct supportive services in Madison County are available in the Granite City, Alton and Edwardsville area. These cities are readily accessible using public transportation. The Madison County Transit District, St. Clair County Transit District, and Bi-State Transit Authority coordinate busing services for the metro-east area. Madison County provides multipurpose transportation services to convey citizens to needed services. The Agency for Community Transit (ACT) provides door-to-door service for handicapped, elderly, and economically disadvantaged persons. AgeSmart Community Resources partners with and Senior Services Plus to provide transportation rides to and from health care appointments.

Madison County Government utilizes its website to share information regarding programs and services to the general public. The County's business information is updated on a regular basis to reflect county business agendas, board meetings and department information.

Madison County Community Development maintains a Community Development program and services booklet, a Community and Economic Development Plan Overview as well as a yearly update of Community Development Core Programs. These documents have been added to the website and are accessible for newly elected board members, mayors, township supervisors, executive directors, and caseworkers as well as the general public to view and access services.

### **Self-Sufficiency**

There are several projects providing case management and coordination of programs for the low- income population. Madison County, through its Community Services Block Grant, HUD Supportive Housing and Department of Human Service program operates a transitional housing program to aid homeless families in the transition from homelessness to family self-sufficiency.

For nearly two decades, Madison County Community Development and the Madison County Housing Authority have coordinated the family self-sufficiency program helping families gain independence from public assistance programs. The Family and Community Development case management model is used in this work. Madison County Partnership to End

Homelessness is working to maintain a collaborative partnership to help the individuals and families experiencing homelessness by building a comprehensive system that leads to self-sufficiency.

### **Health**

The Glen Ed Pantry provides eyeglass assistance through its partnership with the local Walmart store which houses the vision center using Community Services Block Grant funding. Recently, CSBG began a partnership with Riverbend Head Start and Family Services to provide access into a dental assistance program which will help youth ages birth to five who are at-risk of academic and social failure with dental health services for eligible youth. Services include, but are not limited to, screenings, cleanings, sealants, treatments, procedures and surgeries to impoverished children.

Madison County Assistance for medical prescriptions is available through the Madison County Catholic Charities Med Assist Program. The Madison County Health Department coordinates health programs for the County which includes personal health services and immunizations, lead screening for children, health promotion and education, and environmental health services.

Madison County has five local hospitals within the county. Southwestern Illinois Visiting Nurse Association provides quality home health care. There are three mental health agencies and one mental health hospital in the County. There are also several mental health support groups which offer informal gatherings and services to help those with a mental illness.

Southern Illinois Healthcare Foundation provides quality medical care to all patients regardless of their ability to pay. An affordable sliding fee scale is available to patients who qualify. This fee is based on patient's family size and income. Southern Illinois Healthcare Foundation has expanded its sites and services to assist customers not just with primary care but with dental and mental care as well. Healthcare centers are located in Alton, Bethalto, Collinsville and Granite City.

Lewis & Clark Community College administers the Nurse Managed Center for Healthcare and Education on its campus. Lewis and Clark is the first and only community college to have received a grant from the Health Resources and Services Administration to operate a nurse managed center, and is also the only community college in the state to operate a center. With the help from Health Resources & Services Administration (HRSA), Alton Memorial Hospital, Conoco-Phillips Company and Piasa Motor Fuels, the Lewis & Clark Community College Nurse Managed Center was able to purchase a mobile healthcare clinic for its extended outreach initiative - LifeLine Mobile unit. The clinic provides ongoing community services such as women's health, school physicals, health screenings and general public education programs. The unit includes a reception and patient education area and two patient rooms, which will include equipment for both medical and dental exams.

Madison County Government announced back in 2013 that it had reached an agreement with a New York based pharmacy benefit management company. The Madison County ProAct Prescription Drug Discount Card program helps county residents save money on prescription medications that are not covered by insurance. The cards can be used by all county residents

regardless of age, income of existing health coverage. The program is free of charge and there are no enrollment forms, membership fees or restrictions on how frequently the cards are used.

Anderson Hospital has opened four Express Care sites in Madison County. Express Care provides treatment for a wide variety of minor illnesses and injuries and is open daily with one site remaining open on all major holidays with a rotating schedule.

Walgreens has opened a healthcare clinic within its pharmacy departments. There are four healthcare clinics in Madison County. Walgreens offers variety of services for the entire family ages 18 months and older.

Within the past few years, Gateway Regional Medical Center has opened six Gateway Urgent Care sites which provide convenient and accessible care for non-emergency health conditions. Gateway Urgent Care supplements family physician's care if you're unable to get an appointment or if a healthcare need arises outside of regular office hours.

#### **4. DESCRIPTION OF LINKAGES**

##### **Coordination Efforts**

An informed outreach/referral network is vital for an effective delivery of services to our client population. Madison County Community Development works closely with many of the social service agencies in the county to coordinate service delivery to low-income individuals and families. Madison County Community Development maintains a formal delegate agency contract with our agencies to provide specific direct client services and less formal cooperation agreements with other agencies to facilitate service provision. Madison County Community Development networks with other agencies through the Madison County Community Collaboration and the Continuum of Care. Through networking arrangements, Madison County staff remains at the forefront of the resource and service delivery area, while providing quality outreach and referrals for our low-income clients.

Madison County Community Development maintains outreach sites at most of the 24 Madison County Township offices, the two Urban League offices, Senior Services Plus, and the Granite City Housing Authority satellite office. While the staff at these the outreach sites are not employed by Madison County Community Development they perform the intake applications for the Low Income Home Energy Assistance Program and provide information and referrals for other Madison County Community Development funded programs.

Madison County Community Development currently contracts with a host of agencies including: Madison County Urban League, The Salvation Army representing the Granite City and Alton Corps, Alpha & Omega Church, Senior Services Plus, Highland Meals on Wheels, Madison County Catholic Charities representing the Granite City and Alton office, Glen Ed Pantry, Lewis & Clark Community College, Southwestern Illinois College, Collinsville Food Pantry, Collinsville Township, Community Care Center, Venice Township, New Shining Light Community Outreach Ministry, Operation Blessing, Riverbend Family Ministries, Madison County Housing Authority, Madison County Employment & Training Department, Impact CIL, Venice Park District, Quad City Community Development, The Nurses Station and

Riverbend Head Start & Family Services. Through the contractual arrangements Madison County Community Development provides a variety of Community Services Block Grant services for very low-income individuals and families.

Each of the above agencies performs outreach and referral services. Each agency has access to the resource packet containing landlord listings, assisted housing listing as well as information regarding rental, medical, legal, food pantry, and shelter referrals. In addition to the outreach sites, the client community is informed of our services through several other avenues. Madison County has created the resource packet and guide to be easily accessible through email to clients, agencies and other funding sources. Madison County Community Development holds public meetings during preparation of the Consolidated Plan and Annual Action Plans prior to submitting annual performance reports and other planning activities. Pamphlets and brochures describing our programs and services are available at locations throughout the county. Madison County Community Development facilitates several electronic networking groups informing members about meetings, job listings, agency updates, and other news.

The Madison County Partnership to End Homelessness utilizes Service Point as the Homeless Management Information System (HMIS). The Madison County Partnership to End Homelessness records and stores homeless client information as mandated by HUD. The system helps provide information on client service levels, characteristics and service needs of homeless persons entering the Continuum of Care system. Madison County uses the HMIS data locally and also participates in the national Annual Homeless Assessment Report (AHAR). The AHAR is a report to congress on the nature and extent of homelessness in the United States.

### **Intake, Assessment and Referral**

Interaction with other social service providers keeps the Madison County staff aware of programs benefiting its clients. When clients contact Madison County Community Development or a delegate agency for assistance, the intake worker begins a verbal or written assessment. This assessment provides the intake worker with information necessary on how best to help the client. Intake workers then direct the client to necessary services provided by Madison County Community Development or other social service agencies. Several Madison County services are short-term, with only one or two contacts with the client (i.e.: outreach and referral and utility assistance). Usually clients are in need of additional services, and the intake worker or counselor will make the necessary referrals to agencies meeting their needs.

Homeless services are coordinated with shelter providers and emergency assistance providers for outreach and referral. MCCD helps organize and facilitates the Madison County Partnership to End Homelessness, an association of organizations and individuals dedicated to eliminating homelessness in Madison County. MCCD operates a coordinated homeless referral system through the use of a hotline number. Persons experiencing homelessness are able to call the referral line where a brief assessment is conducted to determine the appropriate housing option based on their level of need and individual circumstances. Referrals are prioritized based on the level of acuity of the person presenting for housing and services.

Madison County Community Development has initiated a formal referral process for child support collections. In an effort to increase the child support collections, Madison County Community Development staff has added a child support referral form to our intake process to ensure that the intake worker asks single parents if they are receiving child support. If the client is not receiving child support, staff will refer the client to the Regional Child Support Enforcement office in Belleville, Illinois.

### **Case Management**

Madison County Community Development has two programs requiring long-term commitments by the client and agency, such as transitional housing and family self-sufficiency.

Madison County Community Development uses the Family and Community Development (FCD) case management approach, involving an assessment and development of the Family Self-Sufficiency scale. Participants in the programs receive referrals to other support services providers while in the program. In these instances, Madison County staff communicates directly with other agency staff to specify needed services and to follow-up on the referral. The referral and discussion between staff is confidential and done in the clients benefit. The FCD case manager and referred family work on specified goals towards self-sufficiency.

The main goal of the Family Self-Sufficiency (FSS) program is to help families get good jobs and earn enough money so they do not need public cash assistance. The Madison County Housing Authority works with welfare agencies, schools, businesses, and other local partners to develop a comprehensive program to give participating family self-sufficiency members the skills and experience to enable them to obtain employment that pays a living wage. If the family's income and rent share go up during the program, the housing authority puts money in a special FSS escrow account for the family to receive when the completion of their program goals.

Madison County is requiring our partners – Madison County Catholic Charities, Riverbend Family Ministries, The Salvation Army-Alton and Madison County Urban League, to use a case management tool when conducting the initial assessment interview with clients seeking rental assistance. This form provides detailed information as to the reasons/solutions client needs rental assistance and can become self-sufficient.

### **Follow-up**

Follow-up procedures differ for each of the Community Services Block Grant work program components. Several of the Community Services Block Grant program components require only one or two contacts with the client (i.e.: medicine assistance, food assistance and utility assistance). With these programs, the follow-up may be a phone call contacting household and/or landlord to verify if the emergency situation has been resolved.

Transitional housing and family self-sufficiency require long-term commitment by the client and Madison County Community Development. Clients in these programs are required to set goals and work towards self-sufficiency. Staff members and contractual agencies are required to follow-up and report on the progress of clients receiving assistance. Madison County Community Development does have a formal follow-up procedure when clients exit the transitional housing program.

Follow-ups are also conducted through the skills training programs through Madison County Employment & Training, Lewis & Clark Community College, Southwestern Illinois College and The Nurses' Station. These agencies follow clients until they have secured employment as a result of our funding assistance.

Madison County Community Development will conduct follow-up services on rental assistance clients every 3 months and 6 month cycles.

Madison County Community Development works directly with the two community colleges to obtain GED results for each test voucher that was used by client.

Madison County Community Development also compiles an annual client needs assessment of randomly selected clients from each of our program components. This survey is used in the Community Action Plan and helps Madison County provide better customer service.

## **5. COORDINATION (WIOA)**

Madison County Community Development coordinates the Community Services Block Grant program components internally with other services provided by Madison County Community Development, and externally with other social service organizations to ensure a comprehensive delivery of services to the community. The coordination may occur through several methods. Information about services including new programs is circulated through the social service network via meetings, newsletters, fax, county website, flyers, emails and/or by telephone. Madison County Community Development maintains an information/referral network within the county departments and with many of the social services providers. Madison County Community Development is involved with several community collaborations to coordinate services and partners with local agencies in cooperation agreements and contracts to coordinate services. The Community Services Block Grant program components are reviewed below to detail internal and external coordination of resources. In an effort to increase child support collections, Madison County Community Development asks single parents if they are receiving child support. If not, a referral is made to the Regional Child Support Office in Belleville, IL.

### **Employment/Economic Development**

A Memorandum of Understanding (MOU) has been established between Madison County Employment & Training and Madison County Community Development to serve as our leading employment liaison. To find available jobs, the Madison County Employment & Training department, operates a Career Resource Center. The Career Resource Center is open to the public and equipped with up-to-date tools and resources for individuals, businesses, schools and community-based organizations. The Career Resource Center offers a wide range of services including: job postings, job search resources, career transition, resume assistance, career planning/skills training, interview assistance and links to job search web sites and careers in trade. The center also works with businesses directly to provide services to recruit potential employees, and participates in career/job fairs. CSBG dollars are used to provide training in areas of high job demand for CSBG eligible clients and for operation of the "One Stop Center" (American Job Center).

Madison County operates a low-interest revolving loan program to spur economic development and job creation. Madison County Community Development coordinates the loan program with a host of other resources. Internally the loan program accesses Community Development Block Grant and Urban Development Action Grant Urban Development Action Grant (UDAG) loan funds. Madison County Community Development encourages business expansion as well as new startup ventures through programs such as the enterprise zone, infrastructure loans to municipalities, property tax abatement, and industrial revenue bonds. MCCD coordinates activities with other public and private organizations providing technical assistance, business site location assistance and referral services to businesses as well as promoting the area through prospecting, marketing and retaining programs. Last year, Madison County was able to expand the enterprise zone to build a new corporate headquarters for Prairie Farms and open two fulfillment centers for Amazon with the potential of creating more than eight thousand full-time jobs with benefits by the end of 2018.

As in the Description of the Service Delivery System of this Community Action Plan, MCCD networks its economic development activities with the other public and private organizations and is constantly networking with businesses.

In other job creation efforts, MCCD links Community Services Block Grant funding with the Skills Training program, which provides classroom training in high growth fields/careers of health, truck driving, automotive, welding, Emergency Medical Technician (E.M.T) and Certified Nursing Assistant (C.N.A) especially with Lewis & Clark Community College. MCCD also partners with Southwestern Illinois College to provide skills training in their Certified Nursing Assistant (C.N.A) program, Computer Numeric Coding (C.N.C) program, warehousing and forklifting certification, welding and blueprinting as well as the Madison County Employment and Training Department (WIOA) on their CDL Truck Driving schooling and other fields of study. MCCD had recently partnered up with The Nurses' Station to provide funding for phlebotomy training and recertification of the Certified Nursing Assistant (C.N.A.) program.

### **Education**

MCCD provides the Community Services Block Grant scholarships to economically disadvantaged students in Madison County. The scholarship program will be coordinating its efforts to educate youth and students of existing scholarship funds with the help of Madison County Regional Office of Education, Lewis and Clark Community College, Southwestern Illinois College, Southern Illinois University Edwardsville and Madison County Employment & Training.

MCCD partners with Venice Park District and Quad City Community Development to provide a summer camp program of educational and recreational activities for area low-income youth. Every fall, Venice Park District and partnering churches host a community/health fair to promote healthy living and good standards for living.

MCCD partners with Riverbend Family Ministries to provide a developmental initiative for low-income youth. The Youth Program will consist of the youth violence prevention program and counseling programs geared towards teaching youth skills on how to empower themselves to make safer choices.

The Community Services Block Grant program provides funding to Lewis & Clark Community College and Southwestern Illinois College for their Adult Basic Education - G.E.D. Program. Madison County Community Development has purchased vouchers for students to use when they are ready to take the G.E.D. exam and are unable to afford them with the schools following up on the results.

MCCD is supporting Lewis & Clark Community College on the development of a Youthbuild project. Youthbuild provides educational opportunities as well as vocational training in construction trades to at-risk youth who did not complete high school.

### **Income Management**

MCCD coordinates income management activities with several agencies including the Madison County Urban League, Madison County Catholic Charities, The Salvation Army-Alton, Riverbend Head Start & Family Services, Madison County Housing Authority, Madison County Transitional Housing Program, local food pantries and other service providers. The income management may be accomplished through workshops with multiple clients or one-to-one counseling sessions.

Madison County Community Development operates a HOMEbuyer program assisting people of low and moderate-income toward home ownership. Many in the low-income population have poor credit history and an inability to manage funds. MCCD refers clients to Justine Petersen Housing and Reinvestment Corporation for pre-purchase counseling helping families qualify for the homebuyers program. MCCD also refers potential home buyers to Consumer Credit Counseling for pre-purchase counseling program.

### **Housing**

The Justine Petersen Housing and Reinvestment Corporation is the housing entity that assists with pre-purchase home buyer's assistance, fair housing counseling for persons who have been discriminated against, credit counseling for persons in default on mortgage loans, and housing relocation assistance. Housing Counseling services are coordinated with the other housing services offered by MCCD including the emergency rehabilitation, weatherization, and housing development.

Madison County Community Development administers the HOME program and Community Development Block Grant for the County as well as the Community Services Block Grant. MCCD assists Community Housing Development Organizations to own, develop and/or sponsor affordable housing. MCCD operates a HOMEbuyer program for low and moderate-income families. Also, weatherization of homes is provided through the Illinois Home Weatherization Assistance Program. MCCD coordinates housing development services with the Public Housing Authorities, housing developers, banks, state and federal finance programs, local governments and social service providers.

MCCD created and maintains an assisted housing list of available and affordable units for seniors, disabled and low-income residents as well as a landlord listing to help renters find a place to live. Both of these resources are shared with agencies and municipalities to make sure the information is available to help people locate appropriate housing and are updated on a

regular basis.

The Community Services Block Grant program offers minor home repairs for those homeowners where at-risk health and safety issues exist denying the client access into their home. Madison County Community Development partners with Impact, CIL to provide a ramp program for the disabled low-income.

### **Emergency Services**

MCCD provides rental assistance, hotel lodging and transitional shelter in crisis situations. Each of these programs is coordinated with other federal, state and local resources to optimize the funds available. The Community Services Block Grant cash assistance focus on food and rental assistance, as these areas demonstrated the greatest need with few resources.

MCCD coordinates the Community Services Block Grant cash assistance funds with collaborating funds from The United Way of Greater St. Louis, the Emergency Food & Shelter Grant, Department of Human Services, Emergency Solutions Grant, The Salvation Army, local charities and churches. MCCD networks with service providers to minimize duplication of services, increase the efficiency of program delivery, and provide effective outreach and referral. To help make services locally accessible, intake sites for financial assistance have been established in several municipalities:

- The Madison County Urban League and Salvation Army-Alton administers rental assistance in northern Madison County, Madison County Catholic Charities – Granite City Offices provides rental assistance in the southern region and Riverbend Family Ministries provides rental assistance program in the eastern part of county.
- The Community Services Block Grant program provides funding to The Salvation Army – Granite City Corps for the southern part, The Salvation Army – Alton Corps for northern part and Collinsville Township serving the eastern part of Madison County to assist homeless persons with hotel stays when shelters are at capacity.
- Finding a shelter for the homeless is a priority targeted by Community Development and Madison County Partnership to End Homelessness. Collinsville Township and The Salvation Army representing the Alton and Granite City offices operates a hotel lodging program that houses homeless families and individuals when shelters are at capacity and in dire need of shelter as well as providing limited case management and supportive services. MCCD provides funding for the program through the Community Services Block Grant program. MCCD works with the other shelters, transitional housing and rental assistance programs to locate longer term housing and support for homeless people using hotel lodging.
- Homeless services are coordinated with shelter providers and emergency assistance providers for outreach and referral. MCCD helps organize and facilitates the Madison County Partnership to End Homelessness, an association of organizations and individuals dedicated to eliminating homelessness in Madison County. MCCD operates a coordinated homeless referral system through the use of a hotline number. Persons experiencing homelessness are able to call the referral line where a brief assessment is

conducted to determine the appropriate housing option based on their level of need and individual circumstances. Referrals are prioritized based on the level of acuity of the person presenting for housing and services.

- MCCD operates a Transitional Housing Program (THP), providing twenty units of scattered site leased housing for homeless families and individuals. The THP program works with the homeless providing housing with supportive services for up to two years. The emergency shelters provide the THP client referrals. THP also works closely with Illinois Department of Human Services, Illinois Department of Employment Security, Madison County Housing Authority and the Madison County Workforce Innovation & Opportunity Act department for support services, employment, housing and training programs. THP also coordinates with Chestnut Health Systems and Centerstone for services.

### **Nutrition**

Madison County Community Development funds local food pantries to purchase nutritional food for low-income residents throughout the county. MCCD has also assisted with purchases of freezer and/or refrigerators for food pantries in order to help them upgrade their non-working equipment so food does not spoil or rot.

MCCD also coordinates with Senior Services Plus, Highland Meals on Wheels and Collinsville Township to assist with funding for meals to congregate and for home bound senior citizens and person with disabilities.

### **Linkages - Outreach and Referral**

Outreach and referral are performed for participants in each of the Community Services Block Grant program components. Clients requesting one service from MCCD or a delegate agency usually need additional services and are referred by staff to appropriate resources.

Throughout the year, Madison County and delegate agencies host and participate in events/workshops at Head Start centers, public housing, food pantries, health fairs and other sites to increase knowledge of community services available. Also, Madison County staff networks with other agencies to keep staff informed of client services available. Madison County Community Development prepares pamphlets distributed at workshops, delegate agencies and informational meetings. MCCD has prepared detailed booklets of Community Development Programs and Services, Community and Economic Development Plans and Core Programs which is available to the public, and elected officials and other interested agencies. These resources are also accessible on the county website.

MCCD continues to outreach to new organizations within our community. These new partnerships also help inform new service providers about our programs and services and ways to expand our outreach.

As mentioned previously in this action plan, Madison County Community Development has initiated a formal referral process for child support collections. In an effort to increase child support collections, during intake MCCD asks single parents if they are receiving child

support. If not, a referral is made to the Regional Child Support Office in Belleville, IL.

### **Self- Sufficiency**

Madison County Community Development and the Madison County Housing Authority collaborate to provide subsidized housing with supportive services for clients. This program consists of case management services that help participants pursue, secure and maintain full-time employment and other individual and family goals which lead ultimately to becoming self- sufficient. The program coordinates with the Illinois Employment and Training Center, Madison County Employment & Training, Department of Human Services, Children's Home & Aid, The Salvation Army, Lewis & Clark Community College, Southwestern Illinois College, The Nurses' Station, Job Service and other organizations who provide supportive services to housing participants.

### **Health**

During the warmer summer months, Madison County provides air conditioners to elderly and households with youth ages 5 and under. Madison County also provides tips to keeping cool during the summer while maintaining house settings at certain temperatures throughout the day.

Since many low-income clients do not have the funds to visit a doctor regularly, Madison County partners with the Glen Ed Pantry to provide vision assistance. Vision assistance involves visiting the optometrist for consultation and obtaining a prescription for eyeglasses and/or contacts.

Madison County also partners with Riverbend Head Start & Family Services to help provide dental assistance to children enrolled with Head Start and Early Head Start. This dental assistance program will help impoverished youth ages birth to 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.

Madison County continues to promote awareness of services offered by the Madison County Health Department including includes personal health services, children's immunizations, health promotion and education, and environmental health services.

Madison County and The Veterans' Treatment Court provides an inter-agency, collaborative, non-adversarial treatment strategy for Honorably Discharged Military Veterans and for Veterans discharged with General Under Honorable Conditions currently involved with the criminal justice system, who suffer from PTSD, psychological problems, and/or substance abuse problems.

## **6. INNOVATIVE COMMUNITY AND NEIGHBORHOOD-BASED INITIATIVES**

Madison County Community Development participates in several community and neighborhood-based activities promoting self-sufficiency, education, community awareness and strengthening of families and encouraging effective parenting. As a department of county government, MCCD is asked to assist neighborhood groups, developing organizations, and networking associations with direction and funding towards developing projects. Additionally, throughout the year MCCD will hold public meetings to present the agency

programs, and to solicit input for planning purposes. The Community Services Block Grant program is often the initial ‘seed’ money to help in these new initiatives. The Madison County staff and CSBG program has been involved in many local efforts assisting the low-income community.

Over the years, Madison County Community Development has become involved in several innovative community and neighborhood-based initiatives using our Community Services Block Grant program:

- Madison County Community Development is working with Lewis & Clark Community College to operate the Federally Funded “Youthbuild” program. Youthbuild provides educational opportunities as well as vocational training in construction trades to at-risk youth who did not complete high school. CSBG funding will be assisting Lewis & Clark Community College with the operation of the Youthbuild program.
- Madison County Community Development is again partnering with local agencies that provide hot meals to seniors and persons with disabilities. MCCD helps support Senior Services Plus, Highland Meals on Wheels, and Collinsville Township with the purchase of nutritious meals for congregate sites and/or homebound seniors. This assistance is to help seniors remain in their homes and thus improving their quality of life.
- Madison County Community Development was joined by many community organizations for the annual Project Homeless Connect and the Point-in-time Homeless Count on January 23-24, 2017. MCCD organized the event coordinated the one-stop shop of agencies being on hand to speak and sign up persons experiencing homelessness for services and to help meet their basic needs. Notices were posted throughout Madison County at public places announcing the combined event to increase its outreach efforts for the count. There were 76 participants as well as 96 event volunteers.
- MCCD partners with New Shining Light Community Outreach Ministry and Venice School District, located at the southwestern bottom tip of Madison County to provide school supplies. This school district is located in a very low-income poverty area where the entire school participants and are enrolled in the free and reduced lunch program.

## **7. YOUTH PROGRAMMING**

Madison County Community Development recognizes the need to address issues confronting youth in low-income communities. As the needs analysis section demonstrates, youth make up 29.3% of our poverty population. Each year Madison County Community Development dedicates Community Services Block Grant funding specifically to youth programming. Additionally, several of the other CSBG Work Programs spend a significant amount of the resources towards assisting youth including scholarships, education, skills

training and providing basic needs.

The Madison County youth education and achievement program sponsors several projects: Madison County Community Development partners with the Venice Park District to promote a six week summer camp to encourage physical exercise to prevent risk of diseases such as heart disease and diabetes. Activities include swimming, skating and a nutritious hot meal daily. Quad City Community Development encourages youths to make better choices, while also providing a safe environment. The goal of Quad City Community Development is to empower the youth to become productive members of society. Camp activities consisted of motivational speakers, educational field trips and plenty of inside and outside activities throughout the summer.

MCCD partners with Riverbend Family Ministries, whose goal is supporting individuals, bringing wholeness to the family and strength to the community. Riverbend Family Ministries promotes a youth violence prevention program, designed for youth who have witnessed, perpetrated or have been a victim of violence. This program was established to help provide information, skills and to empower youth to make safer choices, avoid abusive behaviors, learn nonviolent alternatives, and share what they've learned with their peers. The youth also learn about teen dating violence and healthy relationships. The target audience for the Youth Violence Prevention group includes youth who have been exposed to domestic violence, youth who resort to violence during conflict, or youth who live in environments that tolerate violence or abuse.

MCCD partners with the New Shining Light Community Outreach Ministry and the Venice School District to provide school supplies where the entire district has a very low- income population.

As mentioned previously, MCCD partners with Lewis and Clark Community College as a recipient of a Youthbuild Grant. The Youthbuild program provides educational opportunities with Bridge to Technical Fields – Automotive Technology, Computer Network Security and Administration, Drafting/CAD Technology, Process Operations Technology or Welding Technology for at-risk youth ages 16 to 24 who did not complete high school. Funding through the Community Services Block Grant program will assist LCCC with the operations of the Youthbuild program.

## **8. OUTCOME**

The previous sections of the Community Action Plan evaluate the needs of the poverty population, describe the resources available in the service delivery system and identify gaps in those services for the low-income population. This information leads to a path of the CSBG work programs addressing these service needs, and the outcome measures intended for each work program.

### **Economic Development**

**Work Program: 01-011 (Skills Training and Opportunities)**

**Service:** S-01-01 Vocational Training

**CSBG Goal 1:** Individuals and Families with low-incomes are stable and achieve economic stability.

**Outcome Measure:** 02.08 Individuals who obtained a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills

**Work Program: 01.041 (Post Employment Supports)**

**Services:** S-07-04

**CSBG Goal 1:** Individuals and Families with low-incomes are stable and achieve economic stability.

**Outcome Measure:** 03.08 Individuals engaged with the Community Action Agency who report improved financial well-being

**Education and Cognitive Development**

**Work Program: 02.031 (Extra-curricular programs)**

**Service:** S-02-13

**CSBG Goal 1:** Individuals and Families with low-incomes are stable and achieve economic stability.

**Outcome Measure:** 02.03B Youth (1<sup>st</sup>-8<sup>th</sup> grade) who demonstrated improved positive approaches toward learning including improved attention skills

**Work Program: 02.032 (Extra-curricular programs)**

**Service:** S-02-15

**CSBG Goal 1:** Individuals and Families with low-incomes are stable and achieve economic stability.

**Outcome Measure:** 05.03 Individuals who demonstrated improved mental and behavioral health and well-being

**Work Program: 02.041 (Adult Education Programs)**

**Service:** S-02-24

**CSBG Goal 1:** Individuals and Families with low-incomes are stable and achieve economic stability.

**Outcome Measure:** 02.07 Individuals who obtained a high school diploma and/or obtained an equivalency certificate or diploma

**Work Program: 02.041 (Adult Education Programs)**

**Service:** S-02-21

**CSBG Goal 1:** Individuals and Families with low-incomes are stable and achieve economic stability.

**Outcome Measure:** 02.08 Individuals who obtained a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills

**Work Program: 02.051 (Post-Secondary Education Support)**

**Service:** S-02-27

**CSBG Goal 1:** Individuals and Families with low-incomes are stable and achieve economic stability.

**Outcome Measure:** 02.08 Individuals who obtained a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills

**Housing**

**Work Program: 04.011 (Housing Payment Assistance)**

**Service:** S-04-03

**CSBG Goal 1:** Individuals and Families with low-incomes are stable and achieve economic stability.

**Outcome Measure:** 04-05 Households who avoided eviction

**Work Program: 04.041 (Housing Placement/Rapid Re-Housing)**

**Service:** S-04-13

**CSBG Goal 1:** Individuals and Families with low-incomes are stable and achieve economic stability.

**Outcome Measure:** 04-01 Households experiencing homelessness who obtained safe temporary shelter

**Work Program: 04.051 (Housing Maintenance & Improvements)**

**Service:** S-04-17

**CSBG Goal 1:** Individuals and Families with low-incomes are stable and achieve economic stability.

**Outcome Measure:** 04-07 Households who experience improved health and safety due to improvements within their home (e.g. reduction or elimination of lead, radon, carbon dioxide and/or fire hazards or electrical issue)

**Work Program: 04.052 (Housing Maintenance & Improvements)**

**Service:** S-04-19

**CSBG Goal 1:** Individuals and Families with low-incomes are stable and achieve economic stability.

**Outcome Measure:** 03.01 Individuals who achieved and maintained capacity to meet basic needs for 90 days

**Health and Social/Behavioral Development (includes nutrition)**

**Work Program: 05-011 (Health Services, Screening and Assessments)**

**Service:** S-05-04

**CSBG Goal 1:** Individuals and Families with low-incomes are stable and achieve economic stability.

**Outcome Measure:** 05-02 Individuals who demonstrated improved physical health and well-being

**Work Program: 05-012 (Health Services, Screening and Assessments)**

**Service:** S-04-19

**CSBG Goal 1:** Individuals and Families with low-incomes are stable and achieve economic stability.

**Outcome Measure:** 04-07 Households who experience improved health and safety due to improvements within their home (e.g. reduction or elimination of lead, radon, carbon dioxide and/or fire hazards or electrical issue)

**Work Program: 05-061 (Dental Services, Screening and Exams)**

**Service:** S-05-31

**CSBG Goal 1:** Individuals and Families with low-incomes are stable and achieve economic stability.

**Outcome Measure:** 05-02 Individuals who demonstrated improved physical health and well-being

**Work Program: 05-071 (Nutrition and Food/Meals)**

**Service:** S-05-36

**CSBG Goal 1:** Individuals and Families with low-incomes are stable and achieve economic stability.

**Outcome Measure:** 05-02 Individuals who demonstrated improved physical health and well-being

**Work Program: 05-072 (Nutrition and Food/Meals)**

**Service:** S-05-35

**CSBG Goal 1:** Individuals and Families with low-incomes are stable and achieve economic stability.

**Outcome Measure:** 05-02 Individuals who demonstrated improved physical health and well-being

**Services Supporting Multiple Domains**

**Work Program: 07.011 (Case Management)**

**Service:** S-07-01

**CSBG Goal 1:** Individuals and Families with low-incomes are stable and achieve economic stability.

**Outcome Measure:** 05-04 Individuals who improved skills related to the adult role of parents/caregivers

**Work Program: 07.012 (Case Management)**

**Service:** S-07-01

**CSBG Goal 1:** Individuals and Families with low-incomes are stable and achieve economic stability.

**Outcome Measure:** 04-02 Households who obtained safe and affordable housing

**Work Program: 07.031 (Referrals)**

**Service:** S-07-03

**CSBG Goal 1:** Individuals and Families with low-incomes are stable and achieve economic stability.

**Outcome Measure:** 06-01C Community Action program participants who gained other skills, knowledge and abilities to enhance their ability to engage