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Executive Summary

DuPage County Department of Community Services (Community Services) works to maintain and strengthen the DuPage County community social service safety net. As an administrator of Community Service Block Grant (CSBG) funds, Community Services and the CSBG Advisory Board assess the unmet social needs of DuPage County residents and design programs to address those needs.

In spring of 2016, Community Services partnered with Impact DuPage to collect qualitative and quantitative data on needs and poverty in the county. A survey of 210 community stakeholders across a variety of sectors highlighted the need for more childcare programs for low-income residents, with needing childcare the most common response for barriers people have getting or keeping a full-time, living wage job. In addition, housing, transportation, and childcare were the top three challenges that stakeholders believe low-income residents are facing, and employment and job training were top responses for what is needed for low-income residents to achieve self-sufficiency.

Feedback from 1,602 clients of DuPage County social service organizations reinforce the need for additional support in these areas. The most common unmet needs for clients over the past 12 months were financial (paying bills, debt, etc.), housing, transportation, and health needs. The categories where clients most frequently selected a need include housing (70%), employment (69%), food & nutrition (67%), and education (66%).

DuPage County has become more diverse in recent years. Between 2000 and 2014, the Hispanic/Latino and Black or African American populations each increased 56 percent. The over 64 age group increased 30 percent during the same time period. Although the median household income for DuPage County is well above the median income for Illinois and the United States, thousands of residents live in poverty. The poverty rate increased 97 percent from 2000 (3.6%) to 2014 (7.1%). Nineteen percent of black or African American, 18 percent of Native Hawaiian/Pacific Islander, and 16 percent of Hispanic/Latino residents live in poverty, compared to six percent of white residents. Female householders with no husband present comprise 43 percent of families in poverty. Housing affordability is also an issue with 47.5 percent of renters in DuPage County spending 30 percent or more of their household income on rent.

The increase of residents in poverty, disproportionately affecting vulnerable populations such as minorities and female householders, reinforces the need for services to increase income, such as education, job training, and support in finding employment, as well as financial assistance in the interim. In addition, residents are most affected by unmet housing, transportation, and health needs. These data will inform the CSBG Community Action Plan, ensuring that funds support the services that DuPage County residents need most.
Introduction

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

Community Services offers assistance to residents through the following divisions: Client Services, Psychological Services, Family Center, Senior Services, Community Development, and Volunteering. Client Services offers case management, housing and utility assistance, transportation assistance, financial assistance for medical fees, and information referral. Community Services also administers the Community Services Block Grant (CSBG). This Community Needs Assessment informs the CSBG work plan and administration of CSBG funds.

The Community Service Block Grant Advisory Board is responsible for assessing the unmet social needs of DuPage County residents and designing and funding programs that address these needs. The Advisory Board is comprised of five elected officials, five representatives from the private sector, and five representative from low-income families.

2016 Community Service Block Grant Advisory Board

<table>
<thead>
<tr>
<th>Member Name</th>
<th>Represents</th>
<th>Sector</th>
</tr>
</thead>
<tbody>
<tr>
<td>Laurel Bowen</td>
<td>Downers Grove Fish</td>
<td>Client</td>
</tr>
<tr>
<td>Don Davia</td>
<td>Spectrios</td>
<td>Client</td>
</tr>
<tr>
<td>Elizabeth Chaplin</td>
<td>DuPage County Board</td>
<td>Public/Elected Official</td>
</tr>
<tr>
<td>LaTanya Gatewood</td>
<td>Outreach Community Ministries</td>
<td>Private</td>
</tr>
<tr>
<td>Amy L. Grant</td>
<td>DuPage County Board</td>
<td>Public/Elected Official</td>
</tr>
<tr>
<td>“Molly” Mary K. Howieson</td>
<td>Bridge Community, Inc.</td>
<td>Client</td>
</tr>
<tr>
<td>Tonia Khouri</td>
<td>DuPage County Board</td>
<td>Public/Elected Official</td>
</tr>
<tr>
<td>Robert Larsen</td>
<td>DuPage County Board</td>
<td>Public/Elected Official</td>
</tr>
<tr>
<td>Kathleen McNamara</td>
<td>Carol Stream Police Department</td>
<td>Private</td>
</tr>
<tr>
<td>Jamie Pacis</td>
<td>Central DuPage Hospital</td>
<td>Private</td>
</tr>
<tr>
<td>Millie Rodriguez</td>
<td>Naperville Township</td>
<td>Client</td>
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<tr>
<td>Melissa Travis</td>
<td>People’s Resource Center</td>
<td>Client</td>
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<tr>
<td>Sam Tornatore</td>
<td>DuPage County Board</td>
<td>Public/Elected Official</td>
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<tr>
<td>Roger Cave (Alternate)</td>
<td>Parent’s Alliance Employment Project</td>
<td>Private</td>
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<tr>
<td>Gary Grasso (Alternate)</td>
<td>DuPage County Board</td>
<td>Public/Elected Official</td>
</tr>
<tr>
<td>Kristen Sheffield (Alternate)</td>
<td>Parent’s Alliance Employment Project</td>
<td>Private</td>
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</table>
Qualitative Data from the Community

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

Client Survey

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

Methodology

Between April 18, 2016 and May 27, 2016, Community Services surveyed clients using the Client Needs Assessment survey provided by the Illinois Department of Commerce & Economic Opportunity (Appendix I). In addition, fourteen other health and human service agencies in DuPage County, including current Community Service Block Grant awardees, distributed the survey to their clients. The survey was available in both English and Spanish, as well as electronically, though the majority of surveys were completed on paper. A total of 1,256 English and 346 Spanish surveys were collected.

Survey Collection Sites

<table>
<thead>
<tr>
<th>Organization</th>
<th>Location</th>
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</thead>
<tbody>
<tr>
<td>360 Youth Services</td>
<td>1305 Oswego Road, Naperville</td>
</tr>
<tr>
<td>Bridge Communities</td>
<td>505 Crescent Blvd, Glen Ellyn</td>
</tr>
<tr>
<td>Catholic Charities</td>
<td>26 St. Charles Rd #2, Lombard</td>
</tr>
<tr>
<td>DuPage County Community Services</td>
<td>421 N. County Farm Road, Wheaton</td>
</tr>
<tr>
<td>DuPage County Health Department - SEPHC</td>
<td>245 W. Roosevelt Road, West Chicago</td>
</tr>
<tr>
<td>DuPage County Health Department - CPHC</td>
<td>111 N. County Farm Road, Wheaton</td>
</tr>
<tr>
<td>DuPage County Health Department - NPHC</td>
<td>1111 W. Lake Street, Addison</td>
</tr>
<tr>
<td>DuPage County Health Department - EPHC</td>
<td>1111 E. Jackson Street, Lombard</td>
</tr>
<tr>
<td>DuPage County Health Department - SEPHC</td>
<td>422 N. Cass Avenue, Westmont</td>
</tr>
<tr>
<td>DuPage Homeownership Center</td>
<td>1600 E. Roosevelt Road, Wheaton</td>
</tr>
<tr>
<td>DuPagePads</td>
<td>601 West Liberty, Wheaton</td>
</tr>
<tr>
<td>Loaves &amp; Fishes Community Services</td>
<td>1871 High Grove Lane, Naperville</td>
</tr>
<tr>
<td>Naperville Township</td>
<td>139 Water Street, Naperville</td>
</tr>
<tr>
<td>Midwest Shelter for Homeless Veterans</td>
<td>433 S. Carlton Ave, Wheaton</td>
</tr>
<tr>
<td>Open Door DuPage Federation on Human Services Reform</td>
<td>146 W. Roosevelt Road, Villa Park</td>
</tr>
<tr>
<td>People’s Resource Center</td>
<td>201 S. Naperville Road, Wheaton</td>
</tr>
<tr>
<td>Repeat Boutique</td>
<td>1825 College Ave, Wheaton</td>
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</table>

Results

Surveys were collected from 1,602 residents of DuPage County (1,256 English and 346 Spanish). Of respondents to the English survey, 23.2 percent identified as male, 75.9 percent identified as female, and less than one percent each identified as either transgender female (male to female), transgender...
male (female to male), genderqueer/gender non-conforming, or other. Twenty-three percent of respondents were age 55 or older, and 34.2 percent reported being married or living with a partner. Most respondents reported income from employment (38.6%) or no income at all (20.3%). Forty percent reported a decrease in income in the past 12 months.

Of respondents to the Spanish survey, 8.5 percent identified as male, 91.8 percent identified as female, and less than 1 percent identified as either transgender female (male to female), transgender male (female to male), genderqueer/gender non-conforming, or other. Three percent of respondents were over age 55, and 77 percent reported being married or living with a partner. Seventy-one percent of respondents who reported on their source of income selected employment as their source of income. Thirty-six percent reported a decrease in income in the past 12 months.

Respondents were asked to select the needs they could use help with regarding employment, education, financial and legal issues, housing, food and nutrition, childcare and child development, parenting and family support, transportation, health, and basic needs. Below are the top needs selected in each category for DuPage County, as well as for zip codes with more than 30 responses. The total number of survey responses is listed. However, the number of respondents that selected a need in each category varies (i.e. not every respondent checked a box in every question), and the percentages listed refer to those that answered that particular question.
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<tbody>
<tr>
<td>DuPage County</td>
<td>1256</td>
<td>- Finding a permanent full-time job that will support me or my family (43.86%)</td>
<td>- Financial assistance to complete my education (31.93%)</td>
<td>- Budgeting and managing money (52.99%)</td>
<td>- Affordable housing that fits my family's needs (54.42%)</td>
<td>- Food from food pantries, food banks, or food shelves (46.20%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Knowing what jobs are available (35.25%)</td>
<td>- Obtaining a 4-year college or university degree (29.76%)</td>
<td>- Understanding credit scores (23.90%)</td>
<td>- Financial assistance with rent payments (34.81%)</td>
<td>- How to shop and cook for healthy eating (37.17%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Getting an education for the job that I want (33.64%)</td>
<td>- Obtaining a 2-year college degree (29.52%)</td>
<td>- Solving problems with a credit card or loan company (23.77%)</td>
<td>- Financial assistance with a down payment or closing costs to buy a home (33.79%)</td>
<td>- How to stretch my food dollar (36.94%)</td>
</tr>
<tr>
<td>60187</td>
<td>112</td>
<td>- Knowing what jobs are available (45.83%)</td>
<td>- Obtaining a 4-year college or university degree (27.4%)</td>
<td>- Budgeting and managing money (49.21%)</td>
<td>- Affordable housing that fits my family’s needs (51.90%)</td>
<td>- Food from food pantries, food banks, or food shelves (55.56%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Finding a permanent full-time job that will support me or my family (41.67%)</td>
<td>- Financial assistance to complete my education (27.4%)</td>
<td>- Opening a checking or savings account (25.40%)</td>
<td>- Financial assistance with rent payments (44.30%)</td>
<td>- How to stretch my food dollar (29.17%)</td>
</tr>
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<td>- Getting training for the job that I want (36.11%)</td>
<td>- Obtaining a 2-year college degree (26.0%)</td>
<td>- Solving problems with a credit card or loan company (25.40%)</td>
<td>- Financial assistance with a down payment or closing costs to buy a home (32.91%)</td>
<td>- Having enough food at home (27.78%)</td>
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<tr>
<td>60139</td>
<td>88</td>
<td>- Finding a permanent full-time job that will support me or my family (32.76%)</td>
<td>- Obtaining a 2-year college degree (36.92%)</td>
<td>- Budgeting and managing money (46.00%)</td>
<td>- Affordable housing that fits my family’s needs (47.62%)</td>
<td>- How to stretch my food dollar (44.44%)</td>
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<tr>
<td></td>
<td></td>
<td>- Knowing what jobs are available (29.31%)</td>
<td>- Obtaining a 4-year college or university degree (30.77%)</td>
<td>- Legal assistance when denied services (18.00%)</td>
<td>- Financial assistance with a down payment or closing costs to buy a home (38.10%)</td>
<td>- Food from food pantries, food banks, or food shelves (42.86%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Getting an education for the job that I want (32.76%)</td>
<td>- Obtaining a high school diploma or GED/HSED (26.15%)</td>
<td>- Filling out tax forms (18.00%)</td>
<td>- Qualifying for a loan to buy a home (33.33%)</td>
<td>- How to shop and cook for healthy eating (39.68%)</td>
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<tr>
<td>60101</td>
<td>86</td>
<td>- Finding a permanent full-time job that will support me or my family (38.46%)</td>
<td>- Budgeting and managing money (66.04%)</td>
<td>- Solving child custody problems or issues (18.00%)</td>
<td>- Making my home more energy efficient (33.33%)</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>- Getting an education for the job that I want (36.92%)</td>
<td>- Choosing a career (26.87%)</td>
<td>- Solving problems with utility or telephone company (18.00%)</td>
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<td>- Getting training for the job that I want (33.85%)</td>
<td>- Financial assistance to complete my education (28.36%)</td>
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<td>60181</td>
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<td>- Finding a permanent full-time job that will support me or my family (47.46%)</td>
<td>- Obtaining a 2-year college degree (28.67%)</td>
<td>- Budgeting and managing money (22.64%)</td>
<td>- Affordable housing that fits my family’s needs (31.03%)</td>
<td>- How to shop and cook for healthy eating (38.60%)</td>
</tr>
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<td>- Getting an education for the job that I want (35.59%)</td>
<td>- Financial assistance to complete my education (31.37%)</td>
<td>- Understanding credit scores (26.64%)</td>
<td></td>
<td>- How to stretch my food dollar (38.60%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Learning how to write a resume (32.20%)</td>
<td>- Obtaining a 4-year college or university degree (29.41%)</td>
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<td>- Food from food pantries, food banks, or food shelves (36.84%)</td>
</tr>
<tr>
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<td></td>
<td>- Obtaining a 2-year college degree (27.45%)</td>
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</table>
### English Survey Respondents: Employment, Education, Financial, Housing, and Food Needs (continued)

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</thead>
<tbody>
<tr>
<td>60185</td>
<td>44</td>
<td>Knowing what jobs are available (51.85%)</td>
<td>Getting a 2-year college degree (35.71%)</td>
<td>Budgeting and managing money (57.69%)</td>
<td>Affordable housing that fits my family’s needs (62.50%)</td>
<td>Food from food pantries, food banks, or food shelves (51.61%)</td>
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<tr>
<td>60137</td>
<td>45</td>
<td>Finding a permanent full-time job that will support me or my family (56.67%)</td>
<td>Financial assistance to complete my education (40.00%)</td>
<td>Budgeting and managing money (43.48%)</td>
<td>Affordable housing that fits my family’s needs (68.97%)</td>
<td>How to shop and cook for healthy eating (51.35%)</td>
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<td>60517</td>
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<td>Finding a permanent full-time job that will support me or my family (39.29%)</td>
<td>Obtaining a 4-year college or university degree (57.14%)</td>
<td>Budgeting and managing money (51.72%)</td>
<td>Affordable housing that fits my family’s needs (48.48%)</td>
<td>Food from food pantries, food banks, or food shelves (51.35%)</td>
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<tr>
<td>60188</td>
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<td>Getting an education for the job that I want (33.33%)</td>
<td>Obtaining a 4-year college or university degree (27.08%)</td>
<td>Budgeting and managing money (34.48%)</td>
<td>Affordable housing that fits my family’s needs (60.87%)</td>
<td>How to stretch my food dollar (37.50%)</td>
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<tr>
<td>60148</td>
<td>79</td>
<td>Getting an education for the job that I want (33.33%)</td>
<td>Obtaining a 2-year college degree (31.82%)</td>
<td>Financial assistance to complete my education (31.82%)</td>
<td>Financial assistance with rent payments (36.84%)</td>
<td>How to shop and cook for healthy eating (32.00%)</td>
</tr>
</tbody>
</table>

#### Location
- **60185**: N=44
- **60137**: N=45
- **60517**: N=46
- **60188**: N=69
- **60148**: N=79

#### Employment Needs
- Finding a permanent full-time job that will support me or my family (44.44%)
- Getting an education for the job that I want (33.33%)
- Knowing what jobs are available (33.33%)

#### Education Needs
- Obtaining a 4-year college or university degree (31.82%)
- Financial assistance to complete my education (31.82%)
- Obtaining a 2-year college degree (25.00%)

#### Financial and/or Legal Needs
- Budgeting and managing money (37.21%)
- Solving problems with a credit card or loan company (25.58%)
- Understanding credit scores (23.26%)

#### Housing Needs
- Affordable housing that fits my family’s needs (45.61%)
- Financial assistance with rent payments (36.84%)
- Qualifying for a loan to buy a home (33.33%)

#### Food & Nutrition Needs
- Having enough food at home (42.00%)
- Food from food pantries, food banks, or food shelves (40.00%)
- How to shop and cook for healthy eating (32.00%)
### English Survey Respondents: Employment, Education, Financial, Housing, and Food Needs (continued)

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<tr>
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</thead>
<tbody>
<tr>
<td>60106</td>
<td>35</td>
<td>• Finding a permanent full-time job that will support me or my family (46.15%)</td>
<td>• Choosing a career (35.48%)</td>
<td>• Budgeting and managing money (43.48%)</td>
<td>• Affordable housing that fits my family’s needs (68.18%)</td>
<td>• How to shop and cook for healthy eating (56.52%)</td>
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<td>• Knowing what jobs are available (46.15%)</td>
<td>• Obtaining a high school diploma or GED/HSED (29.03%)</td>
<td>• Understanding credit scores (34.78%)</td>
<td>• Financial assistance with rent payments (45.45%)</td>
<td>• Having enough food at home (52.17%)</td>
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<td>• Getting training for the job that I want (38.46%)</td>
<td>• Obtaining a 2-year college degree (29.03%)</td>
<td>• Solving problems with payday loans (26.09%)</td>
<td>• Financial assistance with a down payment or closing costs to buy a home (40.91%)</td>
<td>• Food from food pantries, food banks, or food shelves (47.83%)</td>
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<td>60563</td>
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<td>• Knowing what jobs are available (37.93%)</td>
<td>• Obtaining a 4-year college or university degree (46.43%)</td>
<td>• Budgeting and managing money (61.29%)</td>
<td>• Financial assistance with rent payments (59.26%)</td>
<td>• Having enough food at home (48.28%)</td>
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<td>• Getting training for the job that I want (31.03%)</td>
<td>• Financial assistance to complete my education (35.71%)</td>
<td>• Understanding credit scores (29.03%)</td>
<td>• Affordable housing that fits my family’s needs (55.56%)</td>
<td>• How to stretch my food dollar (44.83%)</td>
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<tr>
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<td>• Getting an education for the job that I want (31.03%)</td>
<td>• Obtaining a 2-year college degree (32.14%)</td>
<td>• Solving problems with a credit card or loan company (16.13%)</td>
<td>• Qualifying for a loan to buy a home (40.74%)</td>
<td>• Food from food pantries, food banks, or food shelves (41.38%)</td>
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<td></td>
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<td>• How to write a resume (36.00%)</td>
<td>• Choosing a career (32.14%)</td>
<td>• Getting legal assistance when denied services (16.13%)</td>
<td>• Getting financial assistance with a down payment or closing costs to buy a home (40.74%)</td>
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<td>60559</td>
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<td>• Knowing what jobs are available (48.00%)</td>
<td>• Financial assistance to complete my education (41.67%)</td>
<td>• Budgeting and managing money (55.56%)</td>
<td>• Affordable housing that fits my family’s needs (64.52%)</td>
<td>• Food from food pantries, food banks, or food shelves (55.56%)</td>
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<td>• Getting training for the job that I want (36.00%)</td>
<td>• Obtaining a 2-year college degree (33.33%)</td>
<td>• Understanding credit scores (37.04%)</td>
<td>• Financial assistance with rent payments (51.61%)</td>
<td>• Having enough food at home (40.74%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• How to write a resume (36.00%)</td>
<td>• Obtaining a 4-year college or university degree (25.00%)</td>
<td>• Filling out tax forms (22.22%)</td>
<td>• Qualifying for a loan to buy a home (32.26%)</td>
<td>• How to shop and cook for healthy eating (40.74%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• How to use a computer (25.00%)</td>
<td>• Solving problems with a credit card or loan company (22.22%)</td>
<td>• How to stretch my food dollar (40.74%)</td>
<td>• How to stretch my food dollar (40.74%)</td>
</tr>
<tr>
<td>60540</td>
<td>35</td>
<td>• Getting an education for the job that I want (52.17%)</td>
<td>• Financial assistance to complete my education (56.00%)</td>
<td>• Budgeting and managing money (59.09%)</td>
<td>• Affordable housing that fits my family’s needs (78.57%)</td>
<td>• Food from food pantries, food banks, or food shelves (45.83%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Getting training for the job that I want (47.83%)</td>
<td>• Choosing a career (32.00%)</td>
<td>• Understanding credit scores (36.36%)</td>
<td>• Learning basic home repair and property maintenance skills (39.29%)</td>
<td>• Having enough food at home (45.83%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Finding a permanent full-time job that will support me or my family (43.48%)</td>
<td>• Obtaining a 4-year college or university degree (28.00%)</td>
<td>• Solving child support problems or issues (27.27%)</td>
<td>• Qualifying for a loan to buy a home (28.57%)</td>
<td>• How to stretch my food dollar (37.50%)</td>
</tr>
</tbody>
</table>
**English Survey Respondents: Employment, Education, Financial, Housing, and Food Needs (continued)**

|----------|----|------------------|-----------------|-----------------------------|---------------|------------------------|
| 60527    | 34 | • Knowing what jobs are available (59.26%)  
• Getting training for the job that I want (48.15%)  
• Finding a permanent full-time job that will support me or my family (44.44%)  
| 60532    | 32 | • Getting training for the job that I want (30.43%)  
• Finding a permanent full-time job that will support me or my family (30.43%)  
| 60189    | 30 | • Finding a permanent full-time job that will support me or my family (42.86%)  
• Knowing what jobs are available (38.10%)  
• Getting training for the job that I want (33.33%)  
| 60209    | 30 | • Knowing what jobs are available (59.26%)  
• Getting training for the job that I want (48.15%)  
• Finding a permanent full-time job that will support me or my family (44.44%)  
| 60527    | 34 | • Obtaining a 4-year college or university degree (46.15%)  
• Choosing a career (38.46%)  
• Financial assistance to complete my education (38.46%)  
| 60532    | 32 | • Financial assistance to complete my education (38.89%)  
• Obtaining a 2-year college degree (33.33%)  
• Learning how to use a computer (27.78%)  
| 60189    | 30 | • Obtaining a 4-year college or university degree (36.84%)  
• Choosing a career (31.58%)  
| 60209    | 30 | • Understanding credit scores (42.11%)  
• Budgeting and managing money (36.84%)  
| 60527    | 34 | • Budgeting and managing money (52.00%)  
• Understanding credit scores (24.00%)  
• Solving child support problems or issues (24.00%)  
| 60532    | 32 | • Budgeting and managing money (33.33%)  
• Getting legal assistance when denied services (27.78%)  
| 60189    | 30 | • Understanding credit scores (42.11%)  
• Budgeting and managing money (36.84%)  
• Solving problems with a credit card or loan company (36.84%)  
• Affordable housing that fits my family’s needs (62.50%)  
• Financial assistance with a down payment or closing costs to buy a home (62.50%)  
• Qualifying for a loan to buy a home (37.50%)  
• Financial assistance with rent payments (37.50%)  
| 60209    | 30 | • Affordable housing that fits my family’s needs (54.17%)  
• Financial assistance with rent payments (41.67%)  
| 60527    | 34 | • Affordable housing that fits my family’s needs (62.50%)  
• Financial assistance with a down payment or closing costs to buy a home (62.50%)  
• Getting training for the job that I want (30.43%)  
• Finding a permanent full-time job that will support me or my family (30.43%)  
| 60532    | 32 | • Affordable housing that fits my family’s needs (62.50%)  
• Financial assistance with rent payments (41.67%)  
• Getting training for the job that I want (30.43%)  
• Finding a permanent full-time job that will support me or my family (30.43%)  
| 60189    | 30 | • Affordable housing that fits my family’s needs (54.17%)  
• Financial assistance with rent payments (41.67%)  
• How to shop and cook for healthy eating (45.45%)  
• How to stretch my food dollar (45.45%)  
• Food from food pantries, food banks, or food shelves (26.09%)  
| 60209    | 30 | • How to shop and cook for healthy eating (30.43%)  
• Food from food pantries, food banks, or food shelves (26.09%)  
| 60527    | 34 | • Food from food pantries, food banks, or food shelves (45.45%)  
| 60532    | 32 | • Food from food pantries, food banks, or food shelves (45.45%)  
| 60189    | 30 | • Food from food pantries, food banks, or food shelves (45.45%)  

*Note: The percentages indicate the proportion of respondents who reported needing the respective service or information.*
# English Survey Respondents: Child Care, Parenting, Transportation, Health, and Basic Needs

<table>
<thead>
<tr>
<th>Location</th>
<th>N=</th>
<th>Child Care and/or Child Development Needs</th>
<th>Parenting and/or Family Support Needs</th>
<th>Transportation Needs</th>
<th>Health Needs</th>
<th>Basic Needs</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County</td>
<td>1256</td>
<td>• Affordable child care (43.32%) • Financial assistance with child care costs (36.64%) • Child care in a convenient location (34.56%)</td>
<td>• How to discipline my children more effectively (49.05%) • How to set goals and plan for my family (42.23%) • How to help my children cope with stress, depression, or emotional issues (34.33%)</td>
<td>• Financial assistance for car repairs (40.66%) • Financial assistance to buy a dependable car (40.09%) • Financial assistance to buy car insurance (31.10%)</td>
<td>• Affordable dental insurance (51.56%) • Affordable health insurance (48.44%) • Financial assistance for items such as glasses, hearing aids, wheelchairs, etc. (28.96%)</td>
<td>• Utility bills (46.81%) • Personal care items (44.68%) • Basic furniture, appliances, or house wares (44.41%)</td>
</tr>
<tr>
<td>60187</td>
<td>112</td>
<td>• Financial assistance with school/club activities (53.85%) • Financial assistance with school supplies (46.15%) • Financial assistance with school fees (38.46%) • Financial assistance with child care costs (38.46%)</td>
<td>• How to discipline my children more effectively (46.67%) • How to communicate and deal with my teenage children (26.67%) • How to help my children cope with stress, depression, or emotional issues (26.67%)</td>
<td>• Access to public transportation (51.90%) • Financial assistance for car repairs (39.24%) • Financial assistance to buy car insurance (39.24%)</td>
<td>• Affordable dental insurance (46.27%) • Affordable health insurance (37.31%) • Financial assistance for items such as glasses, hearing aids, wheelchairs, etc. (34.33%)</td>
<td>• Basic furniture, appliances, or house wares (51.39%) • Clothing and shoes (50.00%) • Personal care items (44.44%)</td>
</tr>
<tr>
<td>60139</td>
<td>88</td>
<td>• Affordable child care (51.43%) • Financial assistance with child care costs (48.57%) • Child care in a convenient location (34.29%)</td>
<td>• How to discipline my children more effectively (51.85%) • How to communicate and deal with my teenage children (26.67%) • How to help my children cope with stress, depression, or emotional issues (26.67%)</td>
<td>• Financial assistance for car repairs (35.56%) • Financial assistance to buy a dependable car (31.11%) • Access to public transportation (26.67%)</td>
<td>• Affordable dental insurance (62.00%) • Affordable health insurance (42.00%) • Financial assistance for items such as glasses, hearing aids, wheelchairs, etc. (36.00%) • Financial assistance for regular dental checkups (36.00%)</td>
<td>• Utility bills (55.10%) • Personal care items (53.06%) • Basic furniture, appliances, or house wares (42.86%)</td>
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<tr>
<td>60101</td>
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<td>• Child care in a convenient location (42.11%) • Affordable child care (39.47%) • Financial assistance with school/club activities (34.21%)</td>
<td>• How to discipline my children more effectively (33.33%) • How to set goals and plan for my family (33.33%) • How to communicate and deal with my teenage children (30.00%)</td>
<td>• Access to public transportation (30.43%) • Financial assistance to buy a dependable car (30.43%) • Financial assistance for car repairs (26.09%) • Dependable transportation to and from work (26.09%)</td>
<td>• Affordable health insurance (61.70%) • Affordable dental insurance (42.55%) • Financial assistance for items such as glasses, hearing aids, wheelchairs, etc. (25.53%)</td>
<td>• Personal care items (46.55%) • Basic furniture, appliances, or house wares (44.83%) • Utility bills (41.38%)</td>
</tr>
<tr>
<td>Location</td>
<td>N=</td>
<td>Child Care and/or Child Development Needs</td>
<td>Parenting and/or Family Support Needs</td>
<td>Transportation Needs</td>
<td>Health Needs</td>
<td>Basic Needs</td>
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</tr>
<tr>
<td>60181</td>
<td>80</td>
<td>• Affordable child care (51.61%)</td>
<td>• How to discipline my children more effectively (50.00%)</td>
<td>• Financial assistance for car repairs (47.62%)</td>
<td>• Affordable dental insurance (59.62%)</td>
<td>• Basic furniture, appliances, or house wares (42.86%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Financial assistance with child care costs (35.48%)</td>
<td>• How to set goals and plan for my family (40.91%)</td>
<td>• Financial assistance to buy car insurance (45.24%)</td>
<td>• Affordable health insurance (48.08%)</td>
<td>• Having access to the internet (42.86%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Financial assistance with school/club activities (29.03%)</td>
<td>• How to help my children cope with stress, depression, or emotional issues (22.73%)</td>
<td>• Financial assistance to pay car registration or license fees (35.71%)</td>
<td>• Financial assistance for regular dental checkups (23.08%)</td>
<td>• Personal care items (40.82%)</td>
</tr>
<tr>
<td>60148</td>
<td>79</td>
<td>• Child care in a convenient location (40.00%)</td>
<td>• How to discipline my children more effectively (46.15%)</td>
<td>• Financial assistance for car repairs (50.00%)</td>
<td>• Affordable dental insurance (65.91%)</td>
<td>• Utility bills (52.38%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Financial assistance with child care costs (40.00%)</td>
<td>• How to help my children cope with stress, depression, or emotional issues (30.77%)</td>
<td>• Financial assistance to buy a dependable car (29.41%)</td>
<td>• Affordable health insurance (61.36%)</td>
<td>• Basic furniture, appliances, or house wares (35.71%)</td>
</tr>
<tr>
<td></td>
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<td>• Financial assistance with school fees (37.14%)</td>
<td>• How to set goals and plan for my family (26.32%)</td>
<td>• Financial assistance to buy car insurance (26.47%)</td>
<td>• Financial assistance for items such as glasses, hearing aids, wheelchairs, etc. (25.00%)</td>
<td>• Personal care items (35.71%)</td>
</tr>
<tr>
<td>60188</td>
<td>69</td>
<td>• Child care in a convenient location (47.37%)</td>
<td>• How to help my children cope with stress, depression, or emotional issues (57.89%)</td>
<td>• Financial assistance to buy a dependable car (51.43%)</td>
<td>• Affordable dental insurance (57.14%)</td>
<td>• Utility bills (54.55%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Financial assistance with child care costs (42.11%)</td>
<td>• How to set goals and plan for my family (47.37%)</td>
<td>• Financial assistance for car repairs (40.00%)</td>
<td>• Affordable health insurance (54.76%)</td>
<td>• Basic furniture, appliances, or house wares (52.27%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Affordable child care (31.58%)</td>
<td>• How to communicate and deal with my teenage children (42.11%)</td>
<td>• Access to public transportation (34.29%)</td>
<td>• Financial assistance for items such as glasses, hearing aids, wheelchairs, etc. (26.19%)</td>
<td>• Personal care items (34.09%)</td>
</tr>
<tr>
<td>60517</td>
<td>46</td>
<td>• Affordable child care (54.17%)</td>
<td>• How to help my children cope with stress, depression, or emotional issues (64.71%)</td>
<td>• Financial assistance for car repairs (56.00%)</td>
<td>• Affordable health insurance (58.62%)</td>
<td>• Utility bills (53.57%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Financial assistance with school/club activities (45.83%)</td>
<td>• How to discipline my children more effectively (58.82%)</td>
<td>• Financial assistance to buy car insurance (36.00%)</td>
<td>• Affordable dental insurance (48.28%)</td>
<td>• Personal care items (46.43%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Financial assistance with child care costs (41.67%)</td>
<td>• How to set goals and plan for my family (35.29%)</td>
<td>• Financial assistance to buy a dependable car (32.00%)</td>
<td>• Financial assistance for items such as glasses, hearing aids, wheelchairs, etc. (31.03%)</td>
<td>• Clothing and shoes (42.86%)</td>
</tr>
<tr>
<td>Location</td>
<td>N=</td>
<td>Child Care and/or Child Development Needs</td>
<td>Parenting and/or Family Support Needs</td>
<td>Transportation Needs</td>
<td>Health Needs</td>
<td>Basic Needs</td>
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</tbody>
</table>
| 60137    | 45 | - Child care in a convenient location (46.15%)  
- Financial assistance with school/club activities (46.15%)  
- Financial assistance with child care costs (46.15%)  
- How to discipline my children more effectively (70.00%)  
- How to set goals and plan for my family (70.00%)  
- How to communicate and deal with my teenage children (60.00%) | - Financial assistance to buy a dependable car (40.74%)  
- Access to public transportation (37.04%)  
- Dependable transportation to and from work (33.33%)  
- Affordable dental insurance (52.38%)  
- Affordable health insurance (38.10%)  
- Financial assistance for regular dental checkups (38.10%) | - Personal care items (40.74%)  
- Utility bills (40.74%)  
- Basic furniture, appliances, or house wares (37.04%)  
- Clothing and shoes (37.04%) | |
| 60185    | 44 | - Affordable child care (35.29%)  
- Child care in a convenient location (29.41%)  
- Child care for babies (23.53%)  
- Financial assistance with school fees (23.53%)  
- Quality licensed child care (23.53%)  
- How to discipline my children more effectively (68.75%)  
- How to set goals and plan for my family (37.50%)  
- How to help my children cope with stress, depression, or emotional issues (25.00%) | - Financial assistance to buy a dependable car (39.13%)  
- Financial assistance to make car repairs (34.78%)  
- Access to public transportation (30.43%)  
- Affordable health insurance (64.00%)  
- Affordable dental insurance (44.00%)  
- Dealing with stress, depression, anxiety (28.00%) | - Basic furniture, appliances, or house wares (54.17%)  
- Utility bills (50.00%)  
- Personal care items (41.67%)  
- Clothing and shoes (41.67%) | |
| 60106    | 43 | - Child care in a convenient location (40.00%)  
- Child care for toddlers (40.00%)  
- Financial assistance with child care costs (30.00%)  
- Child care for babies (30.00%)  
- Financial assistance with school/club activities (30.00%)  
- How to set goals and plan for my family (50.00%)  
- How to discipline my children more effectively (41.67%)  
- How to communicate and deal with my teenage children (33.33%) | - Financial assistance to buy a dependable car (73.33%)  
- Financial assistance to make car repairs (53.33%)  
- Financial assistance to buy car insurance (46.67%)  
- Financial assistance to pay car registration or license fees (46.67%)  
- Dependable transportation to and from work (46.67%)  
- Affordable health insurance (50.00%)  
- Affordable dental insurance (40.00%)  
- Dealing with stress, depression, anxiety (35.00%) | - Utility bills (75.00%)  
- Personal care items (60.00%)  
- Basic furniture, appliances, or house wares (45.00%)  
- Clothing and shoes (45.00%) | |
| 60563    | 43 | - Financial assistance with school/club activities (38.46%)  
- Affordable child care (38.46%)  
- Financial assistance with school fees (30.77%)  
- How to communicate and deal with my teenage children (57.14%)  
- How to set goals and plan for my family (57.14%)  
- How to discipline my children more effectively (50.00%) | - Financial assistance to buy a dependable car (44.00%)  
- Financial assistance to make car repairs (40.00%)  
- Financial assistance to buy car insurance (36.00%) | - Dealing with stress, depression, anxiety (57.14%)  
- Affordable dental insurance (46.43%)  
- Affordable health insurance (42.86%)  
- Finding a doctor willing to accept Medicaid (42.86%) | - Personal care items (46.15%)  
- Utility bills (46.15%)  
- Basic furniture, appliances, or house wares (38.46%)  
- Clothing and shoes (38.46%) | |
### English Survey Respondents: Child Care, Parenting, Transportation, Health, and Basic Needs (continued)

<table>
<thead>
<tr>
<th>Location</th>
<th>N=</th>
<th>Child Care and/or Child Development Needs</th>
<th>Parenting and/or Family Support Needs</th>
<th>Transportation Needs</th>
<th>Health Needs</th>
<th>Basic Needs</th>
</tr>
</thead>
</table>
| 60559    | 37 | - Financial assistance with school/club activities (58.33%)  
          - Affordable child care (50.00%)  
          - Financial assistance with school fees (41.67%)  
          - Evening or nighttime child care (41.67%) | - How to discipline my children more effectively (55.56%)  
          - How to set goals and plan for my family (33.33%) | - Financial assistance to buy a dependable car (62.50%)  
          - Financial assistance to pay car registration or license fees (45.83%)  
          - Financial assistance to make car repairs (37.50%) | - Affordable dental insurance (65.22%)  
          - Affordable health insurance (47.83%)  
          - Financial assistance for items such as glasses, hearing aids, wheelchairs, etc. (34.78%)  
          - Dental care availability in my community (34.78%) | - Utility bills (45.83%)  
          - Personal care items (41.67%)  
          - Basic furniture, appliances, or house wares (37.50%)  
          - Clothing and shoes (37.50%) |
| 60540    | 35 | - Affordable child care (84.62%)  
          - Financial assistance with child care costs (61.54%)  
          - Financial assistance with school/club activities (53.85%) | - How to discipline my children more effectively (38.46%)  
          - How to talk to my children about sex, AIDS, STDs, etc. (38.46%)  
          - How to help my children cope with stress, depression, or emotional issues (38.46%)  
          - How to set goals and plan for my family (38.46%) | - Financial assistance to buy a dependable car (54.55%)  
          - Financial assistance to make car repairs (50.00%)  
          - Access to public transportation (40.91%) | - Finding a doctor willing to accept Medicaid (57.89%)  
          - Affordable dental insurance (47.37%)  
          - Financial assistance for regular dental checkups (47.37%) | - Personal care items (63.64%)  
          - Clothing and shoes (54.55%)  
          - Basic furniture, appliances, or house wares (40.91%) |
| 60527    | 34 | - Child care in a convenient location (52.63%)  
          - Financial assistance with school/club activities (42.11%)  
          - Affordable child care (36.84%)  
          - Financial assistance with child care costs (36.84%) | - How to discipline my children more effectively (46.67%)  
          - How to set goals and plan for my family (40.00%) | - Financial assistance to buy a dependable car (50.00%)  
          - Financial assistance to make car repairs (40.00%)  
          - Financial assistance to buy car insurance (35.00%)  
          - Financial assistance to pay car registration or license fees (35.00%) | - Affordable dental insurance (55.00%)  
          - Affordable health insurance (45.00%)  
          - Finding a dentist willing to accept Medicaid (35.00%) | - Personal care items (66.67%)  
          - Basic furniture, appliances, or house wares (52.38%)  
          - Utility bills (42.86%) |
| 60532    | 32 | - Affordable child care (55.56%)  
          - Financial assistance with child care costs (55.56%) | - How to set goals and plan for my family (57.14%)  
          - How to discipline my children more effectively (42.86%) | - Financial assistance to buy a dependable car (31.58%)  
          - Dependable transportation to and from work (31.58%) | - Affordable dental insurance (50.00%)  
          - Affordable health insurance (44.44%)  
          - Finding a dentist willing to accept Medicaid (38.89%) | - Utility bills (61.11%)  
          - Basic furniture, appliances, or house wares (38.89%)  
          - Personal care items (33.33%) |
| 60189    | 30 | - Affordable child care (45.45%)  
          - How to set goals and plan for my family (53.33%)  
          - How to discipline my children more effectively (46.67%)  
          - How to communicate and deal with my teenage children (40.00%) | - Financial assistance to buy a dependable car (52.94%)  
          - Financial assistance to make car repairs (41.18%)  
          - Access to public transportation (35.29%) | - Having affordable dental insurance (55.55%)  
          - Financial assistance for items such as glasses, hearing aids, wheelchairs, etc. (38.89%)  
          - Dental care availability in my community (38.89%) | - Clothes and shoes (44.44%)  
          - Basic furniture, appliances, or house wares (38.89%) |
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</tr>
</thead>
<tbody>
<tr>
<td>DuPage County</td>
<td>346</td>
<td>• Finding a permanent full-time job that will support me or my family (44.60%)</td>
<td>• Learning English (78.06%)</td>
<td>• Budgeting and managing money (51.52%)</td>
<td>• Affordable housing that fits my family's needs (59.22%)</td>
<td>• How to shop and cook for healthy eating (55.00%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Knowing what jobs are available (39.44%)</td>
<td>• Communication or language skills (38.49%)</td>
<td>• Legal assistance with deportation or immigration issues (35.20%)</td>
<td>• Financial assistance with rent payments (27.18%)</td>
<td>• Having enough food at home (44.09%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Getting an education for the job that I want (28.17%)</td>
<td>• Learning how to use a computer (37.41%)</td>
<td>• Understanding credit scores (30.17%)</td>
<td>• Financial assistance with a down payment or closing costs to buy a home (24.76%)</td>
<td>• How to model healthy eating for my children (42.27%)</td>
</tr>
<tr>
<td>60101</td>
<td>71</td>
<td>• Finding a permanent full-time job that will support me or my family (44.23%)</td>
<td>• Learning English (77.05%)</td>
<td>• Budgeting and managing money (51.52%)</td>
<td>• Affordable housing that fits my family's needs (64.29%)</td>
<td>• How to shop and cook for healthy eating (55.77%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Knowing what jobs are available (34.62%)</td>
<td>• Obtaining a high school diploma or GED/HSED (32.79%)</td>
<td>• Legal assistance with deportation or immigration issues (33.33%)</td>
<td>• Making my home more energy efficient (28.57%)</td>
<td>• How to stretch my food dollar (46.15%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Getting an education for the job that I want (30.77%)</td>
<td>• Learning how to use a computer (32.79%)</td>
<td>• Legal assistance when denied services (30.30%)</td>
<td>• Financial assistance with rent payments (26.19%)</td>
<td>• How to model healthy eating for my children (46.15%)</td>
</tr>
<tr>
<td>60106</td>
<td>55</td>
<td>• Knowing what jobs are available (57.14%)</td>
<td>• Learning English (82.50%)</td>
<td>• Budgeting and managing money (46.15%)</td>
<td>• Affordable housing that fits my family's needs (66.67%)</td>
<td>• Having enough food at home (51.72%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Finding a permanent full-time job that will support me or my family (46.43%)</td>
<td>• Communication or language skills (40.00%)</td>
<td>• Legal assistance with deportation or immigration issues (42.31%)</td>
<td>• Financial assistance with rent payments (30.00%)</td>
<td>• How to shop and cook for healthy eating (48.28%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Getting an education for the job that I want (39.29%)</td>
<td>• Obtaining a high school diploma or GED/HSED (37.50%)</td>
<td>• Understanding credit scores (42.31%)</td>
<td></td>
<td>• How to model healthy eating for my children (37.93%)</td>
</tr>
<tr>
<td>60185</td>
<td>42</td>
<td>• Finding a permanent full-time job that will support me or my family (51.61%)</td>
<td>• Learning English (80.56%)</td>
<td>• Budgeting and managing money (52.38%)</td>
<td>• Affordable housing that fits my family's needs (52.00%)</td>
<td>• How to shop and cook for healthy eating (62.07%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• How to interview for a job (45.16%)</td>
<td>• Learning how to use a computer (58.33%)</td>
<td>• Understanding credit scores (42.86%)</td>
<td>• Financial assistance with rent payments (36.00%)</td>
<td>• Having enough food at home (55.17%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Knowing what jobs are available (41.94%)</td>
<td>• Communication or language skills (41.67%)</td>
<td>• Filling out tax forms (33.33%)</td>
<td></td>
<td>• How to model healthy eating for my children (48.28%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• How to write a resume (41.94%)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>60181</td>
<td>32</td>
<td>• Knowing what jobs are available (50.00%)</td>
<td>• Learning English (86.36%)</td>
<td>• Understanding credit scores (45.45%)</td>
<td>• Affordable housing that fits my family's needs (50.00%)</td>
<td>• How to shop and cook for healthy eating (52.94%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Finding a permanent full-time job that will support me or my family (42.86%)</td>
<td>• Learning how to use a computer (50.00%)</td>
<td>• Budgeting and managing money (36.36%)</td>
<td>• Qualifying for a loan to buy a home (28.57%)</td>
<td>• Having enough food at home (41.18%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Communication or language skills (31.82%)</td>
<td></td>
<td></td>
<td>• How to model healthy eating for my children (35.29%)</td>
</tr>
</tbody>
</table>
Spanish Survey Respondents: Employment, Education, Financial, Housing, and Food Needs (continued)

<table>
<thead>
<tr>
<th></th>
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<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>60139</td>
<td>31</td>
<td>• Getting an education for the job that I want (45.00%)</td>
<td>• Learning English (74.07%)</td>
<td>• Budgeting and managing money (38.89%)</td>
<td>• Affordable housing that fits my family’s needs (76.19%)</td>
<td>• How to stretch my food dollar (57.14%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Knowing what jobs are available (40.00%)</td>
<td>• Communication or language skills (40.74%)</td>
<td>• Understanding credit scores (38.89%)</td>
<td>• Financial assistance with a down payment or closing costs to buy a home (42.86%)</td>
<td>• How to shop and cook for healthy eating (52.38%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Getting training for the job that I want (30.00%)</td>
<td>• Obtaining a high school diploma or GED/HSED (29.63%)</td>
<td></td>
<td>• Having enough food at home (47.62%)</td>
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<tr>
<td>Location</td>
<td>N=</td>
<td>Child Care and/or Child Development Needs</td>
<td>Parenting and/or Family Support Needs</td>
<td>Transportation Needs</td>
<td>Health Needs</td>
<td>Basic Needs</td>
</tr>
<tr>
<td>----------------</td>
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<td>----------------------------------------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>DuPage County</td>
<td>31</td>
<td>• Child care in a convenient location (44.38%)</td>
<td>• How to discipline my children more effectively (67.84%)</td>
<td>• Access to public transportation (35.71%)</td>
<td>• Affordable health insurance (66.34%)</td>
<td>• Personal care items (61.45%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Affordable child care (31.95%)</td>
<td>• How to communicate and deal with my teenage children (49.12%)</td>
<td>• Dependable transportation to and from work (33.57%)</td>
<td>• Affordable dental insurance (59.02%)</td>
<td>• Basic furniture, appliances, or house wares (41.90%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Finding a before/after school program (30.18%)</td>
<td>• How to help my children cope with stress, depression, or emotional issues (40.94%)</td>
<td>• Financial assistance to buy a dependable car (30.00%)</td>
<td>• Dental care availability in my community (35.12%)</td>
<td>• Utility bills (36.31%)</td>
</tr>
<tr>
<td>60101</td>
<td>71</td>
<td>• Child care in a convenient location (46.51%)</td>
<td>• How to discipline my children more effectively (70.73%)</td>
<td>• Access to public transportation (40.00%)</td>
<td>• Affordable health insurance (68.09%)</td>
<td>• Personal care items (63.64%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Quality licensed child care (34.88%)</td>
<td>• How to communicate and deal with my teenage children (39.02%)</td>
<td>• Financial assistance to buy a dependable car (37.14%)</td>
<td>• Affordable dental insurance (59.57%)</td>
<td>• Basic furniture, appliances, or house wares (46.51%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Finding a before/after school program (27.91%)</td>
<td>• How to set goals and plan for my family (34.15%)</td>
<td>• Dependable transportation to and from work (37.14%)</td>
<td>• Dental care availability in my community (40.43%)</td>
<td>• Utility bills (34.88%)</td>
</tr>
<tr>
<td>60106</td>
<td>55</td>
<td>• Child care in a convenient location (60.00%)</td>
<td>• How to discipline my children more effectively (77.78%)</td>
<td>• Dependable transportation to and from work (39.13%)</td>
<td>• Affordable health insurance (70.97%)</td>
<td>• Personal care items (80.00%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Quality licensed child care (30.00%)</td>
<td>• How to set goals and plan for my family (44.44%)</td>
<td>• Access to public transportation (34.78%)</td>
<td>• Affordable dental insurance (58.06%)</td>
<td>• Basic furniture, appliances, or house wares (48.00%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Getting a driver’s license (30.43%)</td>
<td></td>
<td>• Clothing and shoes (44.00%)</td>
</tr>
<tr>
<td>60185</td>
<td>42</td>
<td>• Finding a before/after school program (52.63%)</td>
<td>• How to discipline my children more effectively (79.17%)</td>
<td>• Access to public transportation (46.67%)</td>
<td>• Affordable dental insurance (58.33%)</td>
<td>• Personal care items (62.50%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• How to talk to my children about drugs and alcohol (62.50%)</td>
<td>• Dependable transportation to and from work (40.00%)</td>
<td>• Affordable health insurance (54.17%)</td>
<td>• Utility bills (50.00%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• How to communicate and deal with my teenage children (58.33%)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>60181</td>
<td>32</td>
<td>• Child care in a convenient location (46.67%)</td>
<td>• Getting my children to and from school (33.33%)</td>
<td>• Affordable dental insurance (53.33%)</td>
<td>• Personal care items (60.00%)</td>
<td>• Basic furniture, appliances, or house wares (53.33%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Affordable child care (40.00%)</td>
<td>• Dependable transportation to and from work (33.33%)</td>
<td></td>
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<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>60139</td>
<td>31</td>
<td>• Quality preschool (41.18%)</td>
<td>• How to discipline my children more effectively (64.29%)</td>
<td>• Access to public transportation (45.45%)</td>
<td>• Affordable health insurance (76.46%)</td>
<td>• Personal care items (62.50%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Finding a before/after school program (41.18%)</td>
<td>• Communicating better with my children’s care provider/teacher (64.29%)</td>
<td>• Financial assistance to buy a dependable car (45.45%)</td>
<td>• Affordable dental insurance (70.59%)</td>
<td></td>
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</tr>
</tbody>
</table>

Spanish Survey Respondents: Child Care, Parenting, Transportation, Health and Basic Needs
Unmet Needs – Last 12 Months

Respondents were asked, “Are there any problems or needs that you or your family faced within the last 12 months that you were unable to get help with? If Yes, please list those problems or needs.” The major themes of these unmet needs for respondents to the English survey (n=636) are:

- Financial Needs – paying bills (particularly medical or dental bills), loans/debt, etc. (77 responses)
- Housing Needs – rental assistance, affordable housing (74 responses)
- Transportation Needs – car repairs, car payments/gas (54 responses)
- Health Needs – unable to work, illness of family members, dental care and expenses (44 responses)

For respondents to the Spanish survey (n=23):

- Housing Needs – ownership, maintenance (8 responses)
- Health Needs – insurance, dental care (5 responses)

Improving the Neighborhood

Respondents were asked, “What is one thing you would like to see improved in your neighborhood?” For respondents to the English survey (n=445), major themes included:

- Safety/Reduce Crime – reduce violence and gangs, increase security and police presence (56 responses)
- Transportation – better access to public transit, parking (54 responses)
- Housing – affordable housing (41 responses)
- Community Infrastructure - potholes, streets, lights (33 responses)
- Activities for Children - affordable, after school activities, parks (27 responses)
- Clean – less litter/garbage etc. (27 responses)

For respondents to the Spanish survey (n=72):

- Safety/Reduce Crime – reduce violence, loitering (19 responses)
- Community Infrastructure

Moving Out of DuPage

Respondents were asked, “How likely is it that you will move out of DuPage County in the next five years?” with response options from 1 (I will not move out) to 5 (I will certainly move out). The majority of those that answered the question selected 1 – I will not move out (61.9%). When asked why they might move out of DuPage County, respondents to the English survey (n=406) provided the following themes:

- Housing – cost, larger housing, downsize, desire to own, more opportunity to use housing voucher (121 responses)
- Cost of Living/Taxes – (79 responses)
- Job – shorten commute, find a better job, higher wage (62 responses)
The majority of respondents to the Spanish survey also selected 1 – I will not move out (83.8%). For those that provided feedback on why they would move out (n=29), the primary response was more affordable rent (14 responses).

**Needs of Incarcerated Adults**
Respondents were asked, “If you know anyone with an incarcerated adult in their family, do they ever talk about particular concerns that could be addressed through…” The three most common responses of those answering the question on the English survey (n=248) were:

- Financial assistance (39.1%)
- Transportation assistance (37.5%)
- Job skills training (29.4%)

For respondents of the Spanish survey (n=18):

- Other (27.8%)
- Transportation Assistance (22.2%)
- Childcare Assistance (22.2%)

**Worrying about Money or Food**
Respondents were asked, “When you think about your adult family, friends, and neighbors, how many of them might say something like ‘where am I going to find money to pay for that?’”

![How many family/friends worry about money? (English Survey)]
“When you think about your family, friends, and neighbors, how many of them may have difficulties finding or buying enough quality food to provide at least three meals per day?”

Family/friends with Food Insecurity (English Survey)

- Almost None, 31.60%
- Some, 31%
- Quite a Few, 18.60%
- Most, 12.10%
- Almost Everyone, 6.70%

How many friends/family worry about money? (Spanish Survey)

- Almost None, 37.90%
- Some, 28.70%
- Quite a Few, 12.60%
- Most, 16.10%
- Almost Everyone, 4.60%
Issues Causing Worry
Respondents were asked, “When you have time to rest or are ready to sleep, what kind of issues in your family or neighborhood keep you up?” Top themes for responses to the English survey (n=600) included:

- Finances – being able to pay rent or bills (180 responses)
- Health – worrying about health of self or family member (40 responses)
- Housing – finding stable housing, housing condition (39 responses)
- Employment/Job – finding employment, increased pay (38 responses)

For respondents to the Spanish survey (n=88):

- Finances – being able to pay rent or bills (18 responses)
- Children – caring for children, children’s education (12 responses)

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

Methodology
The Stakeholder Survey (Appendix II) was distributed electronically during April and May 2016 through a variety of networks, yielding 210 responses. The distribution included community coalitions, chambers of commerce, and local government groups, among others (Appendix III). Responses came from stakeholders across all sectors:
<table>
<thead>
<tr>
<th>Sector</th>
<th>Response Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government</td>
<td>10.5%</td>
</tr>
<tr>
<td>DuPage County Community Services Staff</td>
<td>5.7%</td>
</tr>
<tr>
<td>Board Member</td>
<td>7.7%</td>
</tr>
<tr>
<td>Educational Institution</td>
<td>13.4%</td>
</tr>
<tr>
<td>Healthcare Provider</td>
<td>10.0%</td>
</tr>
<tr>
<td>Faith-based Organization</td>
<td>2.4%</td>
</tr>
<tr>
<td>Service Organization</td>
<td>23.9%</td>
</tr>
<tr>
<td>Public/Private Housing</td>
<td>2.9%</td>
</tr>
<tr>
<td>Neighborhood Association</td>
<td>1.0%</td>
</tr>
<tr>
<td>Police</td>
<td>1.4%</td>
</tr>
<tr>
<td>Judicial</td>
<td>0.5%</td>
</tr>
<tr>
<td>Private Business</td>
<td>9.1%</td>
</tr>
<tr>
<td>Other</td>
<td>11.5%</td>
</tr>
</tbody>
</table>

**Results**

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

*Employment and Child Care*

When survey respondents were asked about barriers people have getting or keeping a full-time, living wage ($15 per hour or higher) job, the most common response was Need child care (60.9%). In addition, more than half of respondents believe lack of education (58.5%), transportation (55.6%), and job availability (52.7%) cause people to have problems getting or keeping full-time, living wage jobs.

The below table shows responses to questions about the number of opportunities available for employment and childcare. More than fifty percent of respondents answered that there is are either insufficient or no opportunities for childcare for low-income residents.

<table>
<thead>
<tr>
<th></th>
<th>Unsure</th>
<th>Excessive Number</th>
<th>Sufficient Number</th>
<th>Insufficient Number</th>
<th>Not Any Opportunities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-time living wage employment opportunities</td>
<td>25.5%</td>
<td>2.4%</td>
<td>24.5%</td>
<td>43.8%</td>
<td>3.8%</td>
</tr>
<tr>
<td>Childcare programs (daytime M-F) for low-income residents</td>
<td>34.2%</td>
<td>0.5%</td>
<td>14.4%</td>
<td>47.0%</td>
<td>4.0%</td>
</tr>
<tr>
<td>Childcare programs (evenings, nights, weekends) for low-income residents</td>
<td>44.4%</td>
<td>0.5%</td>
<td>2.4%</td>
<td>33.7%</td>
<td>19.0%</td>
</tr>
<tr>
<td>Pre-school programs (including Head Start programs) for low-income residents</td>
<td>28.3%</td>
<td>2.4%</td>
<td>30.7%</td>
<td>34.1%</td>
<td>4.4%</td>
</tr>
<tr>
<td>Affordable child and youth (ages 5-17) activities or after school programs</td>
<td>20.3%</td>
<td>1.9%</td>
<td>37.2%</td>
<td>29.1%</td>
<td>1.4%</td>
</tr>
</tbody>
</table>
Respondents were asked “which areas do you believe youth (ages 12 to 17) need information, education, guidance, and/or assistance?” The top five responses were mentoring/leadership/volunteering (62.3%), affordable school/community activities (56.4%), after school supervision (55.9%), finding employment (54.9%), and substance abuse/tobacco (52.9%). The majority of respondents believe schools in their community meet the education needs of the children they serve “in most cases” (68.4%), followed by “in some cases” (16.0%).

**Emergency Services, Health, and Transportation**
Stakeholders were asked whether the number of emergency services and medical/dental services in their community was adequate or sufficient.

<table>
<thead>
<tr>
<th>Levels are adequate/sufficient?</th>
<th>Yes</th>
<th>No</th>
<th>Unsure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-medical emergency services</td>
<td>55.6%</td>
<td>16.6%</td>
<td>27.8%</td>
</tr>
<tr>
<td>Emergency shelters</td>
<td>18.0%</td>
<td>38.5%</td>
<td>43.4%</td>
</tr>
<tr>
<td>Medical services for low-income people</td>
<td>29.5%</td>
<td>33.8%</td>
<td>36.7%</td>
</tr>
<tr>
<td>Dental services for low-income people</td>
<td>14.1%</td>
<td>44.4%</td>
<td>41.5%</td>
</tr>
<tr>
<td>Wellness programs (nutrition, exercise) for low-income people*</td>
<td>21.7%</td>
<td>34.8%</td>
<td>43.5%</td>
</tr>
<tr>
<td>Public transportation options</td>
<td>29.3%</td>
<td>62.5%</td>
<td>8.2%</td>
</tr>
</tbody>
</table>

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

**Housing**
Stakeholders were asked about the state of repair of homes in their community. In addition, to inform affordable housing assessment efforts, they were asked about the type of housing they live in and whether they were likely to move out of DuPage County. Seventy-eight percent of respondents reported living in a single-family home, 14.6 percent live in a condominium/townhome, 3.9 percent live in multifamily housing, and 3.4 percent selected Other.
How likely is it that you will move out of DuPage County in the next five years?

<table>
<thead>
<tr>
<th>Response</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - I will not move out</td>
<td>45.8%</td>
</tr>
<tr>
<td>2 -</td>
<td>19.4%</td>
</tr>
<tr>
<td>3 -</td>
<td>19.9%</td>
</tr>
<tr>
<td>4 -</td>
<td>8.0%</td>
</tr>
<tr>
<td>5 - I will certainly move out</td>
<td>7.0%</td>
</tr>
</tbody>
</table>

When asked why they would move out, the most common responses were related to property or other taxes (33), the cost of living (20), job changes or opportunities (14), and dissatisfaction with Illinois politics/economy (14).

Where does the community need assistance?

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

- Housing (72.6%)
- Transportation (66.3%)
- Childcare (65.4%)
- Living wage employment (63.9%)
- Job training (61.1%)

The question “Which of the following areas do you believe low-income families and individuals need assistance with in order to achieve or maintain self-sufficiency?” yielded the following top five responses:
- Employment (86.5%)
- Job training (71.6%)
- Childcare (68.3%)
- Transportation (67.3%)
- Housing (66.8%)

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

- Home repairs (77.7%)
- Yard work/snow removal (74.3%)
- Access to transportation (62.9%)
- Managing medications (61.4%)
- Housework (56.9%)

What do you believe causes poverty?

- Lack of education (85 responses)
- Lack of job opportunities, low wages (63 responses)
- Cycle of poverty (25 responses)

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

- Housing (41 responses)
- Transportation (32 responses)
- Job training (14 responses)

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

- Housing and Homelessness (40 responses)
- Transportation (21 responses)
- Job training (19 responses)

Qualitative Data Summary

The stakeholder and client surveys yield valuable information about the unmet needs of low-income residents in DuPage County. Of significance in the stakeholder survey, needing childcare was the most common response for barriers people have getting or keeping a full-time, living wage job. In addition, housing, transportation, and childcare were the top three challenges that stakeholders believe low-income residents are facing, and employment and job training were top responses for what is needed for low-income residents to achieve self-sufficiency.

The most common unmet needs for clients over the past 12 months were financial (paying bills, debt, etc.), housing, transportation, and health needs. The categories where clients most frequently selected a need include housing (70%), employment (69%), food & nutrition (67%), and education (66%). The 2014 Impact DuPage community needs assessment also highlights the need for addressing housing and health access needs.
Impact DuPage Assessment

In 2014, Impact DuPage conducted a county-wide community needs assessment that also identified housing and access to health services as top needs in DuPage County. The assessment included brainstorming sessions with community leaders on external forces affecting health, a survey of 2,000 residents, and a compilation of quantitative health data on topics such as maternal child health, mental health, infectious disease, causes of death, and social determinants of health. As a result of this assessment, Impact DuPage identified mental health, substance abuse, healthy lifestyles, access to health services, and affordable housing as priority areas for the next three years.

Affordable Housing

Impact DuPage identified affordable housing as an important issue based on feedback from the community and housing data. Data from the National Low Income Housing Coalition show the gap between income and housing costs in DuPage. These 2015 data show the cost of a two bedroom unit at fair market rent to be $1,093, requiring an hourly wage of $21.01. However, the estimated hourly mean renter wage for DuPage County is $16.53.1 Groups like the DuPage Housing Authority, the Continuum of Care, the DuPage Housing Action Council, DuPage Homeownership Center, the DuPage County Community Development Department, and HOPE Fair Housing have all focused on affordable housing over the years. Impact DuPage seeks to create a common agenda around this issue to enhance local advocacy efforts and raise awareness of this important issue. Moreover, data from the Impact DuPage Assessment highlight housing issues in DuPage County.

2014 Community Profile

- 62,913 (6.9%) of residents are living below the Federal Poverty Level, and there are racial and ethnic disparities with regard to income (American Community Survey, 2009-2013).
- 15 percent of DuPage County households have severe housing problems (County Health Rankings, 2006-2010).
- 48.1 percent of renters are spending 30% or more of household income on rent (American Community Survey, 2009-2013).

Landscape Review: Impact DuPage 2014 Community Survey

- #2 area where the community should focus its attention - Affordable Housing (28%)
- #4 health concern - Housing that is Safe and Affordable (25%)

Forces of Change – Trends, Factors, and Events that Affect Our Community

Forces of change were discussed at brainstorming sessions with community leaders in 2014.

- Property taxes are high, which leads to people leaving the county and housing being difficult to afford.
- Poverty is an issue in DuPage, despite perceptions of it being a county without needs or low-income populations.

Local System Assessment: Strengths, Weaknesses, and Opportunities of the Local System

- Coordinate services and resources by creating a central directory.

---

• Provide active marketing and outreach to target populations in order to improve awareness of what is available.
• Improve follow-up in addressing individuals’ unmet needs and guide individuals in managing public benefits.
• Improve communication between organizations working on the same issues.

Impact DuPage has a 2016-2018 action plan for addressing affordable housing, which focuses initially on more in-depth data collection.

2016 Affordable Housing Focus Groups
Impact DuPage received a Roadmaps to Health Action Award, comprised of community coaching and funding. The Impact DuPage Coaching Team elected to spend some funds on focus groups related to affordable housing. In June and July 2016, staff from Northern Illinois University conducted focus groups with clients of DuPagePads, case managers of social service agencies in DuPage County, and clients of the County’s Family Self-Sufficiency Program.

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

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

Family Self-Sufficiency Program Focus Group
Twenty-one current or prospective participants of the DuPage County Family Self-Sufficiency Program discussed the difficulties seeking affordable housing. Themes included reluctance of landlords to accept housing choice vouchers and how individuals are seemingly penalized as their income increases because they either lose eligibility for the voucher program or have to contribute that money towards the voucher, rather than save it to purchase a home. Participants also noted that housing is often poor quality, landlords are unresponsive, and that they are treated differently than other renters when using a voucher. The need for more education, particularly on how to become homeowners instead of renters, was also highlighted.
Access to Health Services
Access to health services was also identified as a priority area. Data from the community assessment revealed that there are residents who lack health insurance coverage, and changes in the health care landscape continue to make access to care an area of focus.

Community Profile
- In 2013, an estimated 88.4 percent of the DuPage County adult population had health insurance coverage, leaving 11.6 percent uninsured.\(^2\)
- Only 79 percent of adults in DuPage County ages 25 to 34 have health insurance, the lowest percentage by age group.\(^3\)
- Medicaid enrollment in DuPage increased by 14,924 individuals between 2010 and 2013.\(^4\)
- In 2013, an estimated 86.4 percent of DuPage County residents, and 69.2 percent of residents had their last routine checkup within one year. However, 12.1 percent of DuPage County residents could not see a doctor due to cost.\(^1\)

Landscape Review: Community Survey
- When asked, “What are the three greatest strengths of DuPage County?” 20 percent of respondents selected Access to Healthcare.
- When asked, “Where should the community focus its attention to make things better in DuPage County?” 23 percent of respondents selected Access to Mental Health Treatment, 18 percent selected Access to Alcohol/Drug Abuse Treatment, and 13 percent selected Access to Healthcare.

Forces of Change – Trends, Factors, and Events that Affect Our Community
- New legislation has changed the way healthcare is delivered.
- The cost of medical care is rising, and advances in technology may not be available to all.
- More conversations are needed about advanced directives, given the emphasis on medical intervention which impacts quality of life and healthcare costs.

Local System Assessment: Strengths, Weaknesses, and Opportunities of the Local System
- Strengths
  - Work has been done to integrate physical and behavioral health care.
  - The system is overall doing well in connecting people to public benefits.
- Weaknesses
  - Healthcare is fragmented, and not all sectors understand their role.
  - Access to specialty care is limited, particularly for those with disabilities and those enrolled in Medicaid.
  - There is not enough awareness of shared goals and progress related to population-based health services.

Evaluations of personal health services are conducted in silos and not as a system.

- Opportunities
  - Support better access to care by increasing participation in programs serving low-income families
  - Coordinate services and resources by creating a central directory.
  - Provide active marketing and outreach to target populations in order to improve awareness of what is available.
  - Improve follow-up and guide individuals in managing benefits and coordinating care.

The DuPage Health Coalition, whose mission is to develop and sustain in DuPage County a system for effectively and efficiently managing the health of low-income populations across the continuum of care, has taken the lead on Impact DuPage’s Access to Health Services priority area. DHC’s 2016-2018 Action Plan includes a focus on comprehensive enrollment in available benefits and services, timely access to essential health services, and a focus on the social determinants of health.

**Previous CSBG Assessments**

Between 2008 and 2012, DuPage County Community Services conducted four client surveys regarding needs. Below are the highest ranking needs for each survey.

**2008 Needs Ranking (122 Respondents)**
1. Basic Needs (93%)
2. Tie: Affordable Housing and Health Care (88%)
3. Education (86%)
4. Employment (84%)
5. Transportation (83%)
6. Tie: Youth Programs and Job Training (80%)
7. Day Care (71%)
8. Legal Services (60%)
9. Mental Health Issues (56%)
10. Substance Abuse (48%)

**2009 Needs Ranking (711 Respondents)**
1. Basic Needs/Financial Assistance (94%)
2. Health Care (88%)
3. Employment (86%)
4. Tie: Affordable Housing & Education (85%)
5. Tie: Transportation & Job Training (81%)
6. Legal Services (79%)
7. Youth Programs (73%)
8. Child Day Care (69%)
9. Mental Health Issues (68%)
10. Substance Abuse (60%)

**2010 Needs Ranking (762 Respondents)**
1. Basic Needs/Financial Assistance (83%)
2. Employment (77%)
3. Affordable Housing (75%)
4. Healthcare (73%)
5. Education (65%)
6. Tie: Legal Assistance & Transportation (58%)
7. Youth Programs (56%)
8. Mental Health (50%)
9. Child Care (48%)
10. Job Training (42%)
11. Substance Abuse (39%)

2012 Needs Ranking (600 Respondents)
1. Financial Assistance (68%)
2. Employment/Jobs (65%)
3. Tie: Affordable Housing & Health/Medical Care
4. Information and Referral/Assistance (55%)
5. Food/Clothing/Basic Needs (54%)
6. Senior Citizen Services/Assistance (53%)
7. Job Training (47%)
8. Tie: Education and Transportation (46%)
9. Mental Health Services/Issues (38%)
10. Youth Programs (37%)
11. Legal Services (36%)
12. Child Care/Day Care (32%)
13. Substance Abuse (27%)

In addition, Community Services conducted a CSBG Social Service Needs Survey, collecting feedback from 16 partner agencies. Below are the results, ranked by highest need.

2012 Partner Survey – Rank by Highest Need
1. Tie: Affordable Housing, Financial Assistance, Health/Medical Needs, Transportation (100%)
2. Tie: Basic Needs & Employment (94%)
3. Information and Referral/Assistance (93%)
4. Tie: Child Care/Day Care & Mental Health Services/Issues (88%)
5. Substance Abuse (81%)
6. Legal Services (73%)
7. Job Training (67%)
8. Education (56%)
9. Youth Programs (50%)
10. Senior Programs (44%)

2015 Intake & Referral Follow-up Call Survey
In 2015, Community Services Intake & Referral conducted a follow-up call survey (n=568), asking about client satisfaction as well as whether clients had any unmet needs. Seventy-eight percent (444) of clients responded that they did not have any unmet needs at the time of the call. For those that did have
unmet needs, the most common needs included rental assistance (5.3%), energy assistance (4.9%),
financial assistance (4.2%), housing (3.9%), and other (3.9%).

The CSBG surveys, as well as other data such as the Impact DuPage assessment, DuPage County
Strategic Plan, Metropolitan Family Services DuPage Head Start Needs Assessment, and Homelessness
Prevention Satisfaction Survey, informed selection of 2016 funding priorities. Based on the results of
these surveys, the CSBG Advisory Board and Community Services staff determined in 2015 that
resources should continue to be allocated to rent/mortgage assistance, information and referral,
homeless programs, and health programs. In addition, case management, budgeting, and job assistance
programs were expanded.
Quantitative Data on Poverty

Quantitative data on poverty in DuPage County is provided courtesy of Community Commons, via the Community Needs Assessment Online Tool in the Community Action Partnership Hub, supplemented by additional data from the American Community Survey and other sources.

Population Profile
Population Change
Population change within DuPage County from 2000 to 2014 is shown below. During the fourteen year period, total population estimates for DuPage County grew by 2.47 percent, increasing from 904,161 persons in 2000 to 926,485 persons in 2014.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County</td>
<td>926,485</td>
<td>904,161</td>
<td>22,324</td>
<td>2.47%</td>
</tr>
<tr>
<td>Illinois</td>
<td>12,868,747</td>
<td>12,419,293</td>
<td>449,454</td>
<td>3.62%</td>
</tr>
<tr>
<td>United States</td>
<td>314,107,083</td>
<td>281,421,906</td>
<td>32,685,177</td>
<td>11.61%</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. US Census Bureau, Decennial Census. 2010-14. Source geography: County

Demographic Changes 2000-2014
Demographic changes in DuPage County show that between 2000 and 2014, the population of individuals aged 65 and over grew by 30.4 percent. All races except for White and Other increased significantly within this time period, while the Hispanic population grew by 56.3 percent.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Age 0-4</td>
<td>65,849</td>
<td>7.3%</td>
<td>55,661</td>
<td>6.0%</td>
<td>-15.5%</td>
</tr>
<tr>
<td>Age 5-17</td>
<td>175,983</td>
<td>19.5%</td>
<td>167,408</td>
<td>18.1%</td>
<td>-4.9%</td>
</tr>
<tr>
<td>Age 18-64</td>
<td>573,535</td>
<td>63.4%</td>
<td>587,425</td>
<td>63.4%</td>
<td>2.4%</td>
</tr>
<tr>
<td>Age 64+</td>
<td>88,794</td>
<td>9.8%</td>
<td>115,811</td>
<td>12.5%</td>
<td>30.4%</td>
</tr>
<tr>
<td>White</td>
<td>759,924</td>
<td>84.0%</td>
<td>741,208</td>
<td>80.0%</td>
<td>-2.5%</td>
</tr>
<tr>
<td>Black</td>
<td>27,600</td>
<td>3.1%</td>
<td>43,163</td>
<td>4.7%</td>
<td>56.4%</td>
</tr>
<tr>
<td>Asian</td>
<td>71,252</td>
<td>7.9%</td>
<td>98,008</td>
<td>10.6%</td>
<td>37.6%</td>
</tr>
<tr>
<td>American Indian</td>
<td>*</td>
<td>1,699</td>
<td>0.2%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Native Hawaiian/Pacific Islander | 217 | 0.0% | 353 | 0.04% | 62.7%
--- | --- | --- | --- | --- | ---
Two or More Races | 15,482 | 1.7% | 20,961 | 2.3% | 35.4%
Other | 28,166 | 3.1% | 21,093 | 2.3% | -25.1%
Non-Hispanic | 822,795 | 91.0% | 799,343 | 86.3% | -2.9%
Hispanic | 81,366 | 9.0% | 127,142 | 13.7% | 56.3%

*No sample observations of this race in this year or too few observations to compute a margin of error.

Data Source: US Census Bureau, American Community Survey. US Census Bureau, Decennial Census. 2010-14.

Age and Gender Demographics
Population by gender within DuPage County is shown below. According to ACS 2010-2014 5 year population estimates for DuPage County, the female population comprised 51.3 percent of the report area, while the male population represented 48.7 percent.

<table>
<thead>
<tr>
<th>Report Area</th>
<th>0 to 4 Male</th>
<th>0 to 4 Female</th>
<th>5 to 17 Male</th>
<th>5 to 17 Female</th>
<th>18 to 64 Male</th>
<th>18 to 64 Female</th>
<th>Over 64 Male</th>
<th>Over 64 Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>28,484</td>
<td>27,177</td>
<td>85,417</td>
<td>81,991</td>
<td>290,396</td>
<td>297,029</td>
<td>44,288</td>
<td>66,073</td>
</tr>
<tr>
<td>Illinois</td>
<td>413,259</td>
<td>397,412</td>
<td>1,145,752</td>
<td>1,098,543</td>
<td>4,031,684</td>
<td>4,085,814</td>
<td>645,147</td>
<td>973,654</td>
</tr>
<tr>
<td>United States</td>
<td>10,205,816</td>
<td>9,767,830</td>
<td>27,510,156</td>
<td>26,293,790</td>
<td>97,973,928</td>
<td>99,177,536</td>
<td>16,888,374</td>
<td>24,352,764</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

Median Age by Tract, ACS 2010-14

- Over 45.0
- 40.1 - 45.0
- 35.1 - 40.0
- Under 35.1
- No Data or Data Suppressed

Report Area
### Race and Ethnicity Demographics

<table>
<thead>
<tr>
<th>Report Area</th>
<th>White</th>
<th>Black</th>
<th>American Indian/Alaska Native</th>
<th>Asian</th>
<th>Native Hawaiian/Pacific Islander</th>
<th>Two or More Races</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>741,208</td>
<td>43,163</td>
<td>1,699</td>
<td>98,008</td>
<td>353</td>
<td>20,961</td>
<td>21,093</td>
</tr>
<tr>
<td>Illinois</td>
<td>9,331,376</td>
<td>1,849,054</td>
<td>28,535</td>
<td>627,402</td>
<td>3,240</td>
<td>277,862</td>
<td>751,248</td>
</tr>
<tr>
<td>United States</td>
<td>231,849,713</td>
<td>39,564,785</td>
<td>2,565,520</td>
<td>15,710,659</td>
<td>535,761</td>
<td>9,125,751</td>
<td>14,754,895</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

#### Population, Minority (Non-White), Percent by Tract, ACS 2010-14

- **Over 25.0%**
- **10.1 - 25.0%**
- **5.1 - 10.0%**
- **Under 5.1%**
- **No Minority Population Reported**
- **No Data or Data Suppressed**
- **Report Area**

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Total Hispanic/Latino</th>
<th>Total Non-Hispanic/Latino</th>
<th>Percent Hispanic/Latino</th>
<th>Percent Non-Hispanic/Latino</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>127,142</td>
<td>799,343</td>
<td>13.7%</td>
<td>86.3%</td>
</tr>
<tr>
<td>Illinois</td>
<td>2,095,495</td>
<td>10,773,252</td>
<td>16.3%</td>
<td>83.7%</td>
</tr>
<tr>
<td>United States</td>
<td>53,070,096</td>
<td>261,036,988</td>
<td>16.9%</td>
<td>83.1%</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14.
### Race Demographics – Male

<table>
<thead>
<tr>
<th>Report Area</th>
<th>White</th>
<th>Black</th>
<th>American Indian/Alaska Native</th>
<th>Asian</th>
<th>Native Hawaiian/Pacific Islander</th>
<th>Some Other Race</th>
<th>Two or More Races</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>364,263</td>
<td>20,266</td>
<td>904</td>
<td>47,026</td>
<td>202</td>
<td>10,874</td>
<td>10,680</td>
</tr>
<tr>
<td>Illinois</td>
<td>4,601,969</td>
<td>867,212</td>
<td>14,173</td>
<td>300,949</td>
<td>1,727</td>
<td>388,747</td>
<td>138,547</td>
</tr>
<tr>
<td>United States</td>
<td>114,486,930</td>
<td>18,890,321</td>
<td>1,276,077</td>
<td>7,452,023</td>
<td>268,974</td>
<td>7,599,873</td>
<td>4,540,961</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14.

### Ethnicity Demographics - Male

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Total Males Hispanic/Latino</th>
<th>Percent of Males who are Hispanic/Latino</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>65,419</td>
<td>14.4%</td>
</tr>
<tr>
<td>Illinois</td>
<td>1,077,893</td>
<td>17.1%</td>
</tr>
<tr>
<td>United States</td>
<td>26,877,496</td>
<td>17.4%</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14.

### Race Demographics – Female

<table>
<thead>
<tr>
<th>Report Area</th>
<th>White</th>
<th>Black</th>
<th>American Indian</th>
<th>Asian</th>
<th>Native Hawaiian</th>
<th>Some Other Race</th>
<th>Two or More Races</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>376,945</td>
<td>22,897</td>
<td>795</td>
<td>50,982</td>
<td>151</td>
<td>10,219</td>
<td>10,281</td>
</tr>
<tr>
<td>Illinois</td>
<td>4,729,407</td>
<td>981,842</td>
<td>14,362</td>
<td>326,453</td>
<td>1,513</td>
<td>362,501</td>
<td>139,345</td>
</tr>
<tr>
<td>United States</td>
<td>117,362,783</td>
<td>20,674,464</td>
<td>1,289,443</td>
<td>8,258,636</td>
<td>266,787</td>
<td>7,155,022</td>
<td>4,584,790</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14.

### Ethnicity Demographics - Female

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Total Females Hispanic/Latino</th>
<th>Percent of Females who are Hispanic/Latino</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>61,723</td>
<td>13.1%</td>
</tr>
<tr>
<td>Illinois</td>
<td>1,017,602</td>
<td>15.5%</td>
</tr>
<tr>
<td>United States</td>
<td>26,192,600</td>
<td>16.4%</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14.
Veterans, Age and Gender Demographics

This section shows the number of veterans living in DuPage County. Approximately six percent of the adult population in DuPage County are veterans, which is less than the national value of 8.65 percent.

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Veterans Total</th>
<th>Veterans Male</th>
<th>Veterans Female</th>
<th>% Pop Over 18 Total</th>
<th>% Pop Over 18 Males</th>
<th>% Pop Over 18 Females</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>40,184</td>
<td>38,106</td>
<td>2,078</td>
<td>5.72%</td>
<td>11.21%</td>
<td>0.57%</td>
</tr>
<tr>
<td>Illinois</td>
<td>699,522</td>
<td>657,620</td>
<td>41,902</td>
<td>7.14%</td>
<td>13.87%</td>
<td>0.83%</td>
</tr>
<tr>
<td>United States</td>
<td>20,700,711</td>
<td>19,125,266</td>
<td>1,575,445</td>
<td>8.65%</td>
<td>16.5%</td>
<td>1.28%</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

Veterans, Percent of Total Population by Tract, ACS 2010-14

Veterans by Age

The largest age group for male veterans in DuPage County, and in Illinois and the United States, is the over 65 age group. The largest age group for female veterans is the 35-54 age group.

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Veterans Males Age 18-34</th>
<th>Veteran Females Age 18-34</th>
<th>Veteran Males Age 35-54</th>
<th>Veteran Females Age 35-54</th>
<th>Veteran Males Age 55-64</th>
<th>Veteran Females Age 55-64</th>
<th>Veteran Males Age Over 65</th>
<th>Veteran Females Age Over 65</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>2,373</td>
<td>468</td>
<td>6,755</td>
<td>820</td>
<td>7,691</td>
<td>250</td>
<td>21,287</td>
<td>540</td>
</tr>
<tr>
<td>Illinois</td>
<td>47,072</td>
<td>9,142</td>
<td>138,704</td>
<td>18,163</td>
<td>144,169</td>
<td>7,117</td>
<td>327,675</td>
<td>7,480</td>
</tr>
<tr>
<td>United States</td>
<td>1,401,694</td>
<td>327,201</td>
<td>4,417,596</td>
<td>701,648</td>
<td>4,240,307</td>
<td>282,898</td>
<td>9,065,669</td>
<td>263,698</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County
Poverty

The following report section shows population estimates for all persons in poverty for DuPage County. According to the American Community Survey 5 year estimates, 7.1 percent of the DuPage County population lived in a state of poverty during the 2010 - 2014 period. This is less than the national value of 15.6 percent. In 2016, the federal poverty level for individuals was $11,880, and $24,300 for a family of four (United States Department of Health and Human Services).

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Total Population</th>
<th>Population in Poverty</th>
<th>Percent Population in Poverty</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>913,575</td>
<td>65,317</td>
<td>7.1%</td>
</tr>
<tr>
<td>Illinois</td>
<td>12,566,139</td>
<td>1,810,470</td>
<td>14.4%</td>
</tr>
<tr>
<td>United States</td>
<td>306,226,394</td>
<td>47,755,606</td>
<td>15.6%</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14.

Poverty Rate Change

The poverty rate in DuPage County increased by 97.2 percent between 2000 and 2014. This is a much larger increase than the increases seen at the state and national level.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>32,163</td>
<td>3.6%</td>
<td>65,317</td>
<td>7.1%</td>
<td>97.2%</td>
</tr>
<tr>
<td>Illinois</td>
<td>1,291,958</td>
<td>10.7%</td>
<td>1,810,470</td>
<td>14.4%</td>
<td>34.6%</td>
</tr>
<tr>
<td>United States</td>
<td>33,899,812</td>
<td>12.4%</td>
<td>47,755,606</td>
<td>15.6%</td>
<td>25.8%</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. US Census Bureau, Decennial Census. 2010-14.
**Population in Poverty by Gender**

The percent of female living in poverty (7.8%) residing in DuPage County is slightly higher than the percent males in poverty (6.5%) residing in DuPage County.

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Total Male in Poverty</th>
<th>Total Female in Poverty</th>
<th>Percent Male in Poverty</th>
<th>Percent Female in Poverty</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>29,074</td>
<td>36,243</td>
<td>6.5%</td>
<td>7.8%</td>
</tr>
<tr>
<td>Illinois</td>
<td>808,431</td>
<td>1,002,039</td>
<td>13.2%</td>
<td>15.6%</td>
</tr>
<tr>
<td>United States</td>
<td>21,461,752</td>
<td>26,293,854</td>
<td>14.3%</td>
<td>16.8%</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14.

**Population in Poverty by Ethnicity Alone**

In DuPage County, the percent of Hispanics or Latinos living in poverty (15.9%) is more than double the percent of non-Hispanics or Latinos living in poverty (5.7%).

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Total Hispanic/Latino in Poverty</th>
<th>Total Non Hispanic/Latino in Poverty</th>
<th>Percent Hispanic/Latino in Poverty</th>
<th>Percent Non Hispanic or Latino in Poverty</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>20,050</td>
<td>45,267</td>
<td>15.9%</td>
<td>5.7%</td>
</tr>
<tr>
<td>Illinois</td>
<td>429,457</td>
<td>1,381,013</td>
<td>20.8%</td>
<td>12.8%</td>
</tr>
<tr>
<td>United States</td>
<td>12,880,559</td>
<td>34,875,047</td>
<td>24.8%</td>
<td>13.4%</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14.

**Population in Poverty Race Alone, Percent**

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

<table>
<thead>
<tr>
<th>Report Area</th>
<th>White</th>
<th>Black or African American</th>
<th>Native American/ Alaska Native</th>
<th>Asian</th>
<th>Native Hawaiian/ Pacific Islander</th>
<th>Some Other Race</th>
<th>Two or more races</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>6.0%</td>
<td>18.9%</td>
<td>6.0%</td>
<td>7.5%</td>
<td>18.1%</td>
<td>15.9%</td>
<td>12.4%</td>
</tr>
<tr>
<td>Illinois</td>
<td>10.6%</td>
<td>30.7%</td>
<td>21.8%</td>
<td>12.3%</td>
<td>11.4%</td>
<td>22.7%</td>
<td>19.0%</td>
</tr>
<tr>
<td>United States</td>
<td>12.8%</td>
<td>27.3%</td>
<td>28.8%</td>
<td>12.7%</td>
<td>20.7%</td>
<td>27.1%</td>
<td>20.3%</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14.

**Families in Poverty by Family Type**

The total number and percent of families in poverty by type for DuPage County are shown in the tables below. The percent of families in poverty in DuPage County are below state and national rates, but the same disparities are seen. Sixteen percent of female householders with no husband present live below the poverty level, and 24.8 percent of female householders with no husband present and related children under 18 years live below the poverty level.
### Families in Poverty by Family Type - Total

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Total Families</th>
<th>Families in Poverty Total</th>
<th>Families in Poverty Married Couples</th>
<th>Families in Poverty Male Householder</th>
<th>Families in Poverty Female Householder</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>239,227</td>
<td>11,933</td>
<td>5,908</td>
<td>956</td>
<td>5,069</td>
</tr>
<tr>
<td>Illinois</td>
<td>3,131,125</td>
<td>330,070</td>
<td>111,295</td>
<td>35,089</td>
<td>183,686</td>
</tr>
<tr>
<td>United States</td>
<td>76,958,064</td>
<td>8,824,660</td>
<td>3,200,772</td>
<td>948,419</td>
<td>4,675,469</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14.

### Families in Poverty by Family Type - Percent

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Total Families</th>
<th>Percent of Families Below Poverty Level</th>
<th>Percent of Families Below Poverty Level with related children under 18 years</th>
<th>Percent of Married Couples Below Poverty Level</th>
<th>Percent of Married Couples Below Poverty Level with related children under 18 years</th>
<th>Percent of Female Householders, No Husband Present Below Poverty Level</th>
<th>Percent of Female Householders, No Husband Present Below Poverty Level with related children under 18 years</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>239,227</td>
<td>5.0%</td>
<td>7.9%</td>
<td>3.0%</td>
<td>4.3%</td>
<td>16.1%</td>
<td>24.8%</td>
</tr>
<tr>
<td>Illinois</td>
<td>3,131,125</td>
<td>10.5%</td>
<td>16.8%</td>
<td>4.8%</td>
<td>7.3%</td>
<td>30.2%</td>
<td>40.3%</td>
</tr>
<tr>
<td>United States</td>
<td>76,958,064</td>
<td>11.5%</td>
<td>18.1%</td>
<td>5.7%</td>
<td>8.4%</td>
<td>30.9%</td>
<td>40.5%</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14.

It is estimated that five percent of all households were living in poverty in DuPage County, compared to the national average of 11.5 percent. Female headed households represented 42.5 percent of all households in poverty, compared to 49.5 percent and eight percent of households headed by married couples and males, respectively.

### Percent of Families in Poverty by Family Type

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Poverty Rate All Types</th>
<th>Percent of Families in Poverty - Married Couples</th>
<th>Percent of Families in Poverty - Male Householder</th>
<th>Percent of Families in Poverty - Female Householder</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County IL</td>
<td>5%</td>
<td>49.5%</td>
<td>8.0%</td>
<td>42.5%</td>
</tr>
<tr>
<td>Illinois</td>
<td>10.5%</td>
<td>33.7%</td>
<td>10.6%</td>
<td>55.7%</td>
</tr>
<tr>
<td>United States</td>
<td>11.5%</td>
<td>36.3%</td>
<td>10.7%</td>
<td>53.0%</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County
Poverty Rate (Age 0 to 17)
Population and poverty estimates for children age 0-17 are shown for DuPage County. According to the American Community Survey 5 year data, an average of 9.7 percent of children lived in a state of poverty during the survey calendar year. The poverty rate for children living in DuPage County is less than the national average of 21.9 percent.

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Ages 0 - 17 Total Population</th>
<th>Ages 0 - 17 in Poverty</th>
<th>Ages 0 – 17 Poverty Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>221,481</td>
<td>21,556</td>
<td>9.7%</td>
</tr>
<tr>
<td>Illinois</td>
<td>3,011,614</td>
<td>612,922</td>
<td>20.4%</td>
</tr>
<tr>
<td>United States</td>
<td>72,637,885</td>
<td>15,907,395</td>
<td>21.9%</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

Children in Poverty by Gender: Age 0 – 17

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Male Children in Poverty</th>
<th>Female Children in Poverty</th>
<th>Percent of Male Children in Poverty</th>
<th>Percent of Female Children in Poverty</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>10,916</td>
<td>10,640</td>
<td>9.6%</td>
<td>9.7%</td>
</tr>
<tr>
<td>Illinois</td>
<td>310,261</td>
<td>302,661</td>
<td>19.9%</td>
<td>20.2%</td>
</tr>
<tr>
<td>United States</td>
<td>8,084,329</td>
<td>7,823,066</td>
<td>21.4%</td>
<td>21.7%</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14.
**Children in Poverty by Ethnicity Alone: Age 0 – 17**

The percent of children in poverty by ethnicity are shown below. Of the total Hispanic or Latino children in DuPage County, 21.0 percent are living in poverty, as compared to 6.81 percent of non-Hispanic or Latino children.

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Hispanic or Latino</th>
<th>Not Hispanic or Latino</th>
<th>Percent of Hispanic or Latino Children in Poverty</th>
<th>Percent of Not Hispanic or Latino Children in Poverty</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>9,567</td>
<td>11,989</td>
<td>21.0%</td>
<td>6.81%</td>
</tr>
<tr>
<td>Illinois</td>
<td>197,532</td>
<td>415,390</td>
<td>27.2%</td>
<td>18.1%</td>
</tr>
<tr>
<td>United States</td>
<td>5,652,576</td>
<td>10,254,819</td>
<td>32.2%</td>
<td>18.53%</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14.

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

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

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Non-Hispanic White</th>
<th>Black or African American</th>
<th>Native American/Alaska Native</th>
<th>Asian</th>
<th>Native Hawaiian/Pacific Islander</th>
<th>Some Other Race</th>
<th>Multiple Race</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>4.2%</td>
<td>26.97%</td>
<td>0.59%</td>
<td>8.60%</td>
<td>18.57%</td>
<td>22.01%</td>
<td>11.4%</td>
</tr>
<tr>
<td>Illinois</td>
<td>10.7%</td>
<td>42.35%</td>
<td>25.02%</td>
<td>11.80%</td>
<td>8.54%</td>
<td>30.21%</td>
<td>21.2%</td>
</tr>
<tr>
<td>United States</td>
<td>13.0%</td>
<td>37.83%</td>
<td>35.53%</td>
<td>13.11%</td>
<td>27.02%</td>
<td>35.74%</td>
<td>22.4%</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14.

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

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Non-Hispanic White</th>
<th>Black or African American</th>
<th>Native American/Alaska Native</th>
<th>Asian</th>
<th>Native Hawaiian/Pacific Islander</th>
<th>Some Other Race</th>
<th>Multiple Race</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>5,595</td>
<td>3,612</td>
<td>3</td>
<td>2,027</td>
<td>13</td>
<td>1,307</td>
<td>1,219</td>
</tr>
<tr>
<td>Illinois</td>
<td>170,941</td>
<td>209,203</td>
<td>1,835</td>
<td>16,024</td>
<td>54</td>
<td>77,036</td>
<td>29,694</td>
</tr>
<tr>
<td>United States</td>
<td>5,035,863</td>
<td>3,984,673</td>
<td>258,035</td>
<td>436,368</td>
<td>40,257</td>
<td>1,650,817</td>
<td>960,264</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14.
Child Poverty Rate: Ages 0 – 4
The percent of children in poverty aged 0-4 is 10.3 percent in DuPage County, which is less than half the state and national percentages.

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Ages 0-4 Population</th>
<th>Ages 0-4 in Poverty</th>
<th>Ages 0-4 Poverty Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>55,661</td>
<td>5,738</td>
<td>10.3%</td>
</tr>
<tr>
<td>Illinois</td>
<td>810,671</td>
<td>182,092</td>
<td>22.5%</td>
</tr>
<tr>
<td>United States</td>
<td>19,973,711</td>
<td>4,892,716</td>
<td>24.5%</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

Children in Poverty by Gender: Age 0 – 4
Of the total Hispanic or Latino children aged 0-4 in DuPage County, 23.3 percent are living in poverty, as compared to 6.41 percent of non-Hispanic or Latino children.

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Male</th>
<th>Female</th>
<th>Percent Male</th>
<th>Percent Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>2,787</td>
<td>2,951</td>
<td>9.9%</td>
<td>10.9%</td>
</tr>
<tr>
<td>Illinois</td>
<td>91,697</td>
<td>90,395</td>
<td>22.2%</td>
<td>22.7%</td>
</tr>
<tr>
<td>United States</td>
<td>2,490,954</td>
<td>2,401,762</td>
<td>24.4%</td>
<td>24.6%</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14.

Children in Poverty by Ethnicity Alone: Age 0 – 4
Approximately 25 percent of black or African American children age 0 to 4 in DuPage County are in poverty, followed by 15.9 percent of children age 0 to 4 identifying as some other race.

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Hispanic or Latino</th>
<th>Not Hispanic or Latino</th>
<th>Percent of Hispanic or Latino Children 0-4 in Poverty</th>
<th>Percent Not Hispanic or Latino Children 0-4 in Poverty</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>3,023</td>
<td>2,715</td>
<td>23.3%</td>
<td>6.41%</td>
</tr>
<tr>
<td>Illinois</td>
<td>59,423</td>
<td>122,669</td>
<td>29.1%</td>
<td>20.55%</td>
</tr>
<tr>
<td>United States</td>
<td>1,780,728</td>
<td>3,111,988</td>
<td>34.7%</td>
<td>21.27%</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14.

Children in Poverty by Race Alone, Percent: Age 0 – 4
Approximately 25 percent of black or African American children age 0 to 4 in DuPage County are in poverty, followed by 15.9 percent of children age 0 to 4 identifying as some other race.

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Non-Hispanic White</th>
<th>Black or African American</th>
<th>Native American/Alaska Native</th>
<th>Asian</th>
<th>Native Hawaiian/Pacific Islander</th>
<th>Some Other Race</th>
<th>Multiple Race</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>4.2%</td>
<td>24.71%</td>
<td>0%</td>
<td>7.53%</td>
<td>0%</td>
<td>15.86%</td>
<td>10.26%</td>
</tr>
<tr>
<td>Illinois</td>
<td>12.5%</td>
<td>47.56%</td>
<td>24.68%</td>
<td>11.52%</td>
<td>19.05%</td>
<td>32.17%</td>
<td>23.63%</td>
</tr>
<tr>
<td>United States</td>
<td>15.0%</td>
<td>43.34%</td>
<td>40.07%</td>
<td>12.28%</td>
<td>29.58%</td>
<td>37.91%</td>
<td>25.27%</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14.
### Children in Poverty by Race Alone, Total: Age 0 – 4

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Non-Hispanic White</th>
<th>Black or African American</th>
<th>Native American/Alaska Native</th>
<th>Asian</th>
<th>Native Hawaiian/Pacific Islander</th>
<th>Some Other Race</th>
<th>Multiple Race</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>1,296</td>
<td>763</td>
<td>0</td>
<td>476</td>
<td>0</td>
<td>222</td>
<td>316</td>
</tr>
<tr>
<td>Illinois</td>
<td>51,054</td>
<td>60,044</td>
<td>430</td>
<td>4,404</td>
<td>20</td>
<td>22,408</td>
<td>10,766</td>
</tr>
<tr>
<td>United States</td>
<td>1,499,870</td>
<td>1,225,144</td>
<td>76,678</td>
<td>110,546</td>
<td>11,931</td>
<td>503,499</td>
<td>355,403</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14.

### Child Poverty Rate Ages 5-17

The child poverty rate for children ages 5 to 17 is 6.7 percent in DuPage County, which is well below the state and national percentages.

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Ages 5 – 17 Total Population</th>
<th>Ages 5 – 17 In Poverty</th>
<th>Ages 5 – 17 Poverty Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>167,408</td>
<td>11,288</td>
<td>6.7%</td>
</tr>
<tr>
<td>Illinois</td>
<td>2,244,295</td>
<td>430,830</td>
<td>19.2%</td>
</tr>
<tr>
<td>United States</td>
<td>53,803,947</td>
<td>11,014,679</td>
<td>20.5%</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

### Children in Poverty by Gender: Age 5 – 17

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Male</th>
<th>Female</th>
<th>Percent of Males Age 5-17 in Poverty</th>
<th>Percent of Females Age 5-17 in Poverty</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>8,129</td>
<td>7,689</td>
<td>9.58%</td>
<td>9.45%</td>
</tr>
<tr>
<td>Illinois</td>
<td>218,564</td>
<td>212,266</td>
<td>19.35%</td>
<td>19.58%</td>
</tr>
<tr>
<td>United States</td>
<td>5,593,375</td>
<td>5,421,304</td>
<td>20.67%</td>
<td>20.92%</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14.

### Children in Poverty by Ethnicity Alone: Age 5 – 17

Of the total Hispanic or Latino children aged 5-17 in DuPage County, 20 percent are living in poverty, as compared to 6.9 percent of non-Hispanic or Latino children.

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Hispanic or Latino</th>
<th>Not Hispanic or Latino</th>
<th>Percent of Hispanic or Latino Children Age 5-17 in Poverty</th>
<th>Percent of Not Hispanic or Latino Children Age 5-17 in Poverty</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>6,544</td>
<td>9,274</td>
<td>20.0%</td>
<td>6.9%</td>
</tr>
<tr>
<td>Illinois</td>
<td>138,109</td>
<td>292,721</td>
<td>26.5%</td>
<td>17.2%</td>
</tr>
<tr>
<td>United States</td>
<td>3,871,848</td>
<td>7,142,831</td>
<td>31.1%</td>
<td>17.5%</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14.
Children in Poverty by Race Alone, Percent: Age 5 – 17

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

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Non-Hispanic White</th>
<th>Black or African American</th>
<th>Native American/Alaska Native</th>
<th>Asian</th>
<th>Native Hawaiian/Pacific Islander</th>
<th>Some Other Race</th>
<th>Multiple Race</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>4.25%</td>
<td>27.64%</td>
<td>0.80%</td>
<td>9.00%</td>
<td>20.97%</td>
<td>23.91%</td>
<td>11.83%</td>
</tr>
<tr>
<td>Illinois</td>
<td>10.07%</td>
<td>40.56%</td>
<td>25.12%</td>
<td>11.91%</td>
<td>6.45%</td>
<td>29.48%</td>
<td>20.08%</td>
</tr>
<tr>
<td>United States</td>
<td>12.28%</td>
<td>35.80%</td>
<td>33.90%</td>
<td>13.42%</td>
<td>26.07%</td>
<td>34.87%</td>
<td>21.04%</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14.

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

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Non-Hispanic White</th>
<th>Black or African American</th>
<th>Native American/Alaska Native</th>
<th>Asian</th>
<th>Native Hawaiian/Pacific Islander</th>
<th>Some Other Race</th>
<th>Multiple Race</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>4,299</td>
<td>2,849</td>
<td>3</td>
<td>1,551</td>
<td>13</td>
<td>1,085</td>
<td>903</td>
</tr>
<tr>
<td>Illinois</td>
<td>119,887</td>
<td>149,159</td>
<td>1,405</td>
<td>11,620</td>
<td>34</td>
<td>54,628</td>
<td>18,928</td>
</tr>
<tr>
<td>United States</td>
<td>3,535,993</td>
<td>2,759,529</td>
<td>181,357</td>
<td>325,822</td>
<td>28,326</td>
<td>1,147,318</td>
<td>604,861</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14.

Seniors in Poverty

Poverty rates for seniors (persons age 65 and over) are shown below. According to American Community Survey estimates, there were 5,971 seniors, or 5.3 percent, living in poverty within DuPage County.

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Ages 65 and Up Total Population</th>
<th>Ages 65 and Up In Poverty</th>
<th>Ages 65 and Up Poverty Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>111,748</td>
<td>5,971</td>
<td>5.3%</td>
</tr>
<tr>
<td>Illinois</td>
<td>1,631,867</td>
<td>141,153</td>
<td>8.6%</td>
</tr>
<tr>
<td>United States</td>
<td>41,871,247</td>
<td>3,926,219</td>
<td>9.4%</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: county
Seniors in Poverty by Gender: Age 65 and Up

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

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Total Male</th>
<th>Total Female</th>
<th>Percent of Males 65 and Up in Poverty</th>
<th>Percent of Females 65 and Up in Poverty</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>2,093</td>
<td>3,878</td>
<td>4.28%</td>
<td>6.17%</td>
</tr>
<tr>
<td>Illinois</td>
<td>45,251</td>
<td>95,902</td>
<td>6.43%</td>
<td>10.33%</td>
</tr>
<tr>
<td>United States</td>
<td>1,322,918</td>
<td>2,603,301</td>
<td>7.19%</td>
<td>11.1%</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14.

Seniors in Poverty by Ethnicity Alone: Age 65 and Up

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Hispanic or Latino 65 and Up in Poverty</th>
<th>Not Hispanic or Latino 65 and Up in Poverty</th>
<th>Percent of Hispanic or Latinos 65 and Up in Poverty</th>
<th>Percent of Not Hispanic or Latino 65 and Up in Poverty</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>364</td>
<td>5,607</td>
<td>7.4%</td>
<td>5.24%</td>
</tr>
<tr>
<td>Illinois</td>
<td>14,265</td>
<td>126,888</td>
<td>14.9%</td>
<td>8.25%</td>
</tr>
<tr>
<td>United States</td>
<td>597,223</td>
<td>3,328,996</td>
<td>18.9%</td>
<td>8.59%</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14.
Seniors in Poverty by Race Alone, Percent: Age 65 and Up
The table below shows the percent of seniors, by race, living in poverty. Among Native Hawaiian/Pacific Islanders over the age of 65 in DuPage County, 33.3 percent are living in poverty. Among Native American/Alaskan Natives over the age of sixty-five, 19.5 percent are living in poverty.

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Non-Hispanic White</th>
<th>Black or African American</th>
<th>Native American/Alaska Native</th>
<th>Asian</th>
<th>Native Hawaiian/Pacific Islander</th>
<th>Some Other Race</th>
<th>Multiple Race</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>4.60%</td>
<td>6.21%</td>
<td>19.51%</td>
<td>8.50%</td>
<td>33.33%</td>
<td>11.54%</td>
<td>14.86%</td>
</tr>
<tr>
<td>Illinois</td>
<td>6.33%</td>
<td>17.44%</td>
<td>19.93%</td>
<td>11.90%</td>
<td>15.08%</td>
<td>15.83%</td>
<td>14.43%</td>
</tr>
<tr>
<td>United States</td>
<td>7.00%</td>
<td>17.58%</td>
<td>18.42%</td>
<td>13.21%</td>
<td>12.87%</td>
<td>21.82%</td>
<td>13.93%</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14.

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

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Non-Hispanic White</th>
<th>Black or African American</th>
<th>Native American/Alaska Native</th>
<th>Asian</th>
<th>Native Hawaiian/Pacific Islander</th>
<th>Some Other Race</th>
<th>Multiple Race</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>4,497</td>
<td>137</td>
<td>24</td>
<td>874</td>
<td>10</td>
<td>71</td>
<td>99</td>
</tr>
<tr>
<td>Illinois</td>
<td>84,624</td>
<td>33,419</td>
<td>493</td>
<td>7,322</td>
<td>27</td>
<td>4,239</td>
<td>1,661</td>
</tr>
<tr>
<td>United States</td>
<td>2,390,109</td>
<td>657,005</td>
<td>38,548</td>
<td>214,696</td>
<td>4,444</td>
<td>142,370</td>
<td>59,871</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14.

Employment

Current Unemployment
Labor force, employment, and unemployment data for DuPage County is provided in the table below. Overall, the report area experienced an average 5.1 percent unemployment rate in April 2016.

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Labor Force</th>
<th>Number Employed</th>
<th>Number Unemployed</th>
<th>Unemployment Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>522,378</td>
<td>495,812</td>
<td>26,566</td>
<td>5.1%</td>
</tr>
<tr>
<td>Illinois</td>
<td>6,609,308</td>
<td>6,198,852</td>
<td>410,456</td>
<td>6.2%</td>
</tr>
<tr>
<td>United States</td>
<td>159,624,372</td>
<td>152,082,706</td>
<td>7,541,666</td>
<td>4.7%</td>
</tr>
</tbody>
</table>


Unemployment Change
Unemployment change (not seasonally adjusted) within DuPage County during the 1-year period from April 2015 to April 2016 is shown in the chart below. According to the U.S. Department of Labor, unemployment for this one year period grew from 22,959 persons to 26,566 persons, a rate change of 0.57 percent.
<table>
<thead>
<tr>
<th>Report Area</th>
<th>Unemployment April 2015</th>
<th>Unemployment April 2016</th>
<th>Unemployment Rate April 2015</th>
<th>Unemployment Rate April 2016</th>
<th>Rate Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>22,959</td>
<td>26,566</td>
<td>4.52%</td>
<td>5.09%</td>
<td>0.57%</td>
</tr>
<tr>
<td>Illinois</td>
<td>352,068</td>
<td>410,456</td>
<td>5.45%</td>
<td>6.21%</td>
<td>0.76%</td>
</tr>
<tr>
<td>United States</td>
<td>8,113,708</td>
<td>7,541,666</td>
<td>5.14%</td>
<td>4.72%</td>
<td>-0.42%</td>
</tr>
</tbody>
</table>


Thirteen Month Unemployment Rates

Unemployment change (not seasonally adjusted) within DuPage County from April 2015 to April 2016 is shown in the chart below. According to the U.S. Department of Labor, unemployment for this thirteen month period grew from 4.5 percent to 5.1 percent.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County</td>
<td>4.5%</td>
<td>4.7%</td>
<td>5%</td>
<td>4.9%</td>
<td>4.5%</td>
<td>4%</td>
<td>4.2%</td>
<td>4.3%</td>
<td>4.4%</td>
<td>5.3%</td>
<td>5.5%</td>
<td>5.3%</td>
<td>5.1%</td>
</tr>
<tr>
<td>Illinois</td>
<td>5.4%</td>
<td>5.7%</td>
<td>6%</td>
<td>6.2%</td>
<td>5.8%</td>
<td>5.3%</td>
<td>5.6%</td>
<td>5.8%</td>
<td>6%</td>
<td>7.1%</td>
<td>7%</td>
<td>6.8%</td>
<td>6.2%</td>
</tr>
<tr>
<td>United States</td>
<td>5.1%</td>
<td>5.4%</td>
<td>5.5%</td>
<td>5.6%</td>
<td>5.2%</td>
<td>4.9%</td>
<td>4.9%</td>
<td>4.9%</td>
<td>4.8%</td>
<td>5.3%</td>
<td>5.2%</td>
<td>5.2%</td>
<td>4.7%</td>
</tr>
</tbody>
</table>


Commuter Travel Patterns

This table shows the method of transportation workers used to travel to work for DuPage County. Of the 465,327 workers in the report area, 78.2 percent drove to work alone while 7.6 percent carpooled. Six percent of all workers reported that they used some form of public transportation, while others used some optional means including 2 percent walking or riding bicycles, and 0.8 percent used taxicabs to travel to work.

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Worker 16 and Up</th>
<th>Percent Drive Alone</th>
<th>Percent Carpool</th>
<th>Percent Public Transportation</th>
<th>Percent Bicycle or Walk</th>
<th>Percent Taxi or Other</th>
<th>Percent Work at Home</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>465,327</td>
<td>78.2%</td>
<td>7.6%</td>
<td>6.3%</td>
<td>2%</td>
<td>0.8%</td>
<td>4.9%</td>
</tr>
<tr>
<td>Illinois</td>
<td>5,928,078</td>
<td>73.5%</td>
<td>8.6%</td>
<td>8.9%</td>
<td>3.7%</td>
<td>1%</td>
<td>4.2%</td>
</tr>
<tr>
<td>United States</td>
<td>141,337,148</td>
<td>76.4%</td>
<td>9.6%</td>
<td>5.1%</td>
<td>3.4%</td>
<td>1.2%</td>
<td>4.4%</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County
Travel Time to Work

Travel times for workers who travel (do not work at home) to work is shown for DuPage County. The median commute time for DuPage County, 28.9 minutes, is longer than the national median commute time of 25.7 minutes.

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Workers 16 and Up</th>
<th>Percent of workers with less than 10 min commute</th>
<th>Percent of workers with 10 to 29 min commute</th>
<th>Percent of workers with 30 to 59 min commute</th>
<th>Percent of workers with more than 60 min commute</th>
<th>Average Commute Time (min)</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>465,327</td>
<td>10.51</td>
<td>45.2</td>
<td>32.67</td>
<td>11.62</td>
<td>28.9</td>
</tr>
<tr>
<td>Illinois</td>
<td>5,928,078</td>
<td>12.36</td>
<td>44.7</td>
<td>31.95</td>
<td>10.99</td>
<td>28.2</td>
</tr>
<tr>
<td>United States</td>
<td>141,337,152</td>
<td>13.26</td>
<td>50.57</td>
<td>27.88</td>
<td>8.29</td>
<td>25.7</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County
**Education**

**Educational Attainment**

Educational attainment in DuPage County is higher when compared to Illinois and national values. The percent of individuals that have a high school degree only (19.2%) is lower than both state and national percentages, whereas the percent of individuals with a Bachelors (28.5%) or Graduate or Professional Degree (18.2%) is higher than Illinois and U.S. percentages.
<table>
<thead>
<tr>
<th>Report Area</th>
<th>Percent No High School Diploma</th>
<th>Percent High School Only</th>
<th>Percent Some College</th>
<th>Percent Associates Degree</th>
<th>Percent Bachelors Degree</th>
<th>Percent Graduate or Professional Degree</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>7.72%</td>
<td>19.2%</td>
<td>19.4%</td>
<td>6.9%</td>
<td>28.5%</td>
<td>18.2%</td>
</tr>
<tr>
<td>Illinois</td>
<td>12.41%</td>
<td>27%</td>
<td>21.2%</td>
<td>7.5%</td>
<td>19.7%</td>
<td>12.2%</td>
</tr>
<tr>
<td>United States</td>
<td>13.67%</td>
<td>28%</td>
<td>21.2%</td>
<td>7.9%</td>
<td>18.3%</td>
<td>11%</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

Adult Literacy
The National Center for Education Statistics (NCES) produces estimates for adult literacy based on educational attainment, poverty, and other factors in each county. The percent of DuPage County adults lacking literacy skills in 2003, was below both the state and national levels.

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Estimated Population over 16</th>
<th>Percent Lacking Literacy Skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>698,431</td>
<td>7%</td>
</tr>
<tr>
<td>Illinois</td>
<td>9,507,861</td>
<td>13%</td>
</tr>
<tr>
<td>United States</td>
<td>219,016,209</td>
<td>14.64%</td>
</tr>
</tbody>
</table>


Veterans - Educational Attainment
Veterans Educational Attainment contrasts the distribution of educational attainment levels between military veterans and non-veterans in the region. Educational attainment is calculated for persons over 25, and is an average for the period from 2010 to 2014. The percent of non-veterans in DuPage County with a Bachelors or higher is 47.4 percent, as compared to 35.97 percent of veterans.

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Veterans % No Diploma</th>
<th>Veterans % High School Diploma</th>
<th>Veterans % Some College</th>
<th>Veterans % Bachelors or Higher</th>
<th>Non-Veterans % No Diploma</th>
<th>Non-Veterans % High School Diploma</th>
<th>Non-Veterans % Some College</th>
<th>Non-Veterans % Bachelors or Higher</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County</td>
<td>4.81%</td>
<td>25.08%</td>
<td>34.13%</td>
<td>35.97%</td>
<td>7.92%</td>
<td>18.84%</td>
<td>25.8%</td>
<td>47.44%</td>
</tr>
<tr>
<td>Illinois</td>
<td>7.87%</td>
<td>31.39%</td>
<td>36.3%</td>
<td>24.44%</td>
<td>12.82%</td>
<td>26.64%</td>
<td>28%</td>
<td>32.54%</td>
</tr>
<tr>
<td>United States</td>
<td>7.41%</td>
<td>29.32%</td>
<td>36.62%</td>
<td>26.64%</td>
<td>14.4%</td>
<td>27.85%</td>
<td>28.21%</td>
<td>29.54%</td>
</tr>
</tbody>
</table>

Note: This indicator is compared with the state average.
Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County
Housing

Housing Age

Total housing units, median year built and median age in 2014 for DuPage County are shown below. Housing units used in housing age include only those where the year built is known.

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Total Housing Units</th>
<th>Median Year Built</th>
<th>Median Age (from 2014)</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>356,625</td>
<td>1977</td>
<td>36</td>
</tr>
<tr>
<td>Illinois</td>
<td>5,299,433</td>
<td>1967</td>
<td>46</td>
</tr>
<tr>
<td>United States</td>
<td>132,741,033</td>
<td>1976</td>
<td>37</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

Homeowners

The U.S. Census Bureau estimated there were 248,762 homeowners in the report area in 2000, and 76.4 percent owner occupied homes in the report area for the 5 year estimated period from 2010 - 2014. The percent of owner occupied homes decreased from 76.4 percent in 2000 to 69.78 percent in 2014.

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Owner Occupied Homes 2000</th>
<th>% Owner Occupied Homes 2000</th>
<th>Owner Occupied Homes 2014</th>
<th>% Owner Occupied Homes 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>248,762</td>
<td>76.4%</td>
<td>248,836</td>
<td>69.78%</td>
</tr>
<tr>
<td>Illinois</td>
<td>3,088,844</td>
<td>67.27%</td>
<td>3,194,707</td>
<td>60.28%</td>
</tr>
<tr>
<td>United States</td>
<td>69,815,753</td>
<td>66.19%</td>
<td>74,787,460</td>
<td>56.34%</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County
Vacancy Rates
In 2014, a total of 19,622 housing units were identified as vacant in DuPage County, a vacancy rate of 5.5 percent. Both the homeowner and rental vacancy rates in DuPage County are lower than the state and national rates.

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Total Housing Units</th>
<th>Vacant Housing Units</th>
<th>Percent of Vacant Housing Units</th>
<th>Homeowner Vacancy Rate</th>
<th>Rental Vacancy Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>356,625</td>
<td>19,622</td>
<td>5.5%</td>
<td>1.8%</td>
<td>5.8%</td>
</tr>
<tr>
<td>Illinois</td>
<td>5,299,433</td>
<td>520,800</td>
<td>9.8%</td>
<td>2.2%</td>
<td>6.7%</td>
</tr>
<tr>
<td>United States</td>
<td>132,741,033</td>
<td>16,529,941</td>
<td>12.5%</td>
<td>2.1%</td>
<td>6.9%</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

Number of Unsafe, Unsanitary Homes
The number and percentage of occupied housing units without plumbing are shown for the report area. U.S. Census data shows 968 housing units in the report area were without plumbing in 2000 and ACS five year estimates show 543 housing units in the report area were without plumbing in 2014.

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Occupied Housing Units 2000</th>
<th>Housing Units without Plumbing 2000</th>
<th>Percent without Plumbing 2000</th>
<th>Occupied Housing Units 2014</th>
<th>Housing Units without Plumbing 2014</th>
<th>Percent without Plumbing 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>325,601</td>
<td>968</td>
<td>0.29%</td>
<td>337,003</td>
<td>543</td>
<td>0.16%</td>
</tr>
<tr>
<td>Illinois</td>
<td>4,591,779</td>
<td>23,959</td>
<td>0.49%</td>
<td>4,778,633</td>
<td>16,044</td>
<td>0.34%</td>
</tr>
<tr>
<td>United States</td>
<td>106,741,426</td>
<td>736,626</td>
<td>0.69%</td>
<td>116,211,092</td>
<td>527,460</td>
<td>0.45%</td>
</tr>
</tbody>
</table>
Housing Affordability
One indicator of housing affordability is the percentage of renters who are spending 30 percent or more of their household income on rent. In DuPage County, 47.5 percent of renters spend 30 percent or more of their household income on rent, compared to 51.2 percent for Illinois and 52.3 percent for the United States. Below is a breakdown of DuPage County renters spending 30 percent or more of household income on rent by age. Fifty-nine percent of renters age 15-24 and 65 percent of renters over age 65 spend 30 percent or more of their income on rent.

<table>
<thead>
<tr>
<th>DuPage County Renter Group</th>
<th>Percent of Renters Spending 30%+ of Income on Rent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall</td>
<td>47.5%</td>
</tr>
<tr>
<td>Age 15-24</td>
<td>59.6%</td>
</tr>
<tr>
<td>Age 25-34</td>
<td>39.9%</td>
</tr>
<tr>
<td>Age 35-64</td>
<td>46.0%</td>
</tr>
<tr>
<td>Age 65+</td>
<td>64.9%</td>
</tr>
</tbody>
</table>

Data Source: U.S. Census Bureau, American Community Survey 2010-2014 estimates.

Income
Two common measures of income are Median Household Income and Per Capita Income, based on U.S. Census Bureau estimates. Both measures are shown in the table below. The median household income in DuPage County ($79,016) is higher than both state and national values. The average Per Capita income for DuPage County is $38,931, compared to a national average of $28,155.

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Median Household Income</th>
<th>Per Capita Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>$79,016</td>
<td>$38,931</td>
</tr>
<tr>
<td>Illinois</td>
<td>$57,166</td>
<td>$30,019</td>
</tr>
<tr>
<td>United States</td>
<td>$53,482</td>
<td>$28,555</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County
Nutrition

Free and Reduced Lunch Program

The following report shows that 43,808 public school students (29.0%) in DuPage County were enrolled in the free or reduced price lunch programs during the 2013-2014 school year, which is less than the national average of 52.0 percent.

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Total Public School Students</th>
<th>Number Free/Reduced Price Lunch</th>
<th>Percent Free/Reduced Price Lunch</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>150,875</td>
<td>43,808</td>
<td>29.0%</td>
</tr>
<tr>
<td>Illinois</td>
<td>2,058,107</td>
<td>1,061,198</td>
<td>51.4%</td>
</tr>
<tr>
<td>United States</td>
<td>49,235,065</td>
<td>25,596,274</td>
<td>52.0%</td>
</tr>
</tbody>
</table>


Children Eligible for Free or Reduced Lunch by Year, 2009-10 through 2013-14

The table below shows local, state, and national trends in student free or reduced lunch eligibility. The percent of public school children eligible for free or reduced lunch in DuPage has increased from 17.9 percent in the 2009-2010 school year, to 29.0 percent in the 2013-2014 school year, but is well below the percent of children eligible in Illinois and the United States.

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

<table>
<thead>
<tr>
<th>Report Area</th>
<th>2009-10</th>
<th>2010-11</th>
<th>2012-13</th>
<th>2013-14</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>17.9%</td>
<td>21.7%</td>
<td>29.0%</td>
<td>29.0%</td>
</tr>
<tr>
<td>Illinois</td>
<td>46.2%</td>
<td>46.7%</td>
<td>50.6%</td>
<td>51.4%</td>
</tr>
<tr>
<td>United States</td>
<td>47.5%</td>
<td>48.1%</td>
<td>51.3%</td>
<td>52.0%</td>
</tr>
</tbody>
</table>

Data Source: U.S. Department of Education, National Center for Education Statistics, Common Core of Data (CCD)
Households Receiving SNAP by Poverty Status (ACS)

The below table shows that 19,985 households (or 5.93% of all households) received SNAP payments during 2014. During this same period there were 15,621 households with income levels below the poverty level that were not receiving SNAP payments.

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Household Receiving SNAP Total</th>
<th>Household Receiving SNAP Percent</th>
<th>Household Receiving SNAP Income Below Poverty</th>
<th>Household Receiving SNAP Income Above Poverty</th>
<th>Households Not Receiving SNAP Total</th>
<th>Household Not Receiving SNAP Percent</th>
<th>Household Not Receiving SNAP Income Below Poverty</th>
<th>Household Not Receiving SNAP Income Above Poverty</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>19,985</td>
<td>5.93%</td>
<td>7,569</td>
<td>12,416</td>
<td>317,018</td>
<td>94.07%</td>
<td>15,621</td>
<td>301,397</td>
</tr>
<tr>
<td>Illinois</td>
<td>599,455</td>
<td>12.54%</td>
<td>289,313</td>
<td>274,872</td>
<td>4,179,178</td>
<td>87.46%</td>
<td>338,563</td>
<td>3,869,975</td>
</tr>
<tr>
<td>United States</td>
<td>15,089,358</td>
<td>12.98%</td>
<td>7,818,396</td>
<td>7,270,962</td>
<td>101,121,734</td>
<td>87.02%</td>
<td>8,939,760</td>
<td>92,181,974</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County
### Federally Qualified Health Centers

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

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

Data Source: US Department of Health Human Services, Center for Medicare Medicaid Services, Provider of Services File. Sept. 2015. Source geography: County
Persons Receiving Medicare
The total number of persons enrolled in Hospital/Medical Medicare is shown below. Eighty-two percent of Medicare enrollees in DuPage County were enrolled in original Medicare in December 2015, versus 18 percent who were enrolled in Medicare Advantage and other health plans. Illinois (22.5%) and the United States (32.2%) have higher percentages of enrollees in Medicare Advantage and other health plans.

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Original Medicare</th>
<th>Medicare Advantage and Other Health Plans</th>
<th>Total Hospital/Medical Enrollment</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County</td>
<td>122,071</td>
<td>26,881</td>
<td>148,952</td>
</tr>
<tr>
<td>Illinois</td>
<td>1,620,903</td>
<td>471,831</td>
<td>2,092,734</td>
</tr>
<tr>
<td>United States</td>
<td>38,145,137</td>
<td>18,093,822</td>
<td>56,238,959</td>
</tr>
</tbody>
</table>


Persons Receiving Medicaid
According to the Illinois Department of Healthcare and Family Services, the total number of persons receiving comprehensive Medicaid benefits in DuPage County on June 30, 2015 was 150,700. This is an increase from the previous year (143,774). The table below includes a breakdown of comprehensive Medicaid enrollment by enrollee type.

<table>
<thead>
<tr>
<th>Report Area</th>
<th>ACA Newly Eligible Adults</th>
<th>Adults with Disabilities</th>
<th>Children</th>
<th>Other Adults</th>
<th>Seniors</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>26,491</td>
<td>7,379</td>
<td>76,870</td>
<td>29,153</td>
<td>10,807</td>
</tr>
<tr>
<td>Illinois</td>
<td>635,972</td>
<td>252,313</td>
<td>1,516,769</td>
<td>631,126</td>
<td>195,102</td>
</tr>
</tbody>
</table>

Uninsured Population

The uninsured population is calculated by estimating the number of persons eligible for insurance (generally those under 65) minus the estimated number of insured persons. While DuPage County has a lower uninsured rate than both the state of Illinois and the United States, disparities are seen when looking at uninsured adults by race and ethnicity. While six percent of white, non-Hispanic adults in DuPage County are uninsured, 22.2 percent of Hispanic or Latino adults and 27 percent of adults identifying as “some other race alone” are uninsured.

<table>
<thead>
<tr>
<th>Report Area</th>
<th>Number Insured</th>
<th>Number Uninsured</th>
<th>Percent Uninsured</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>836,344</td>
<td>84,101</td>
<td>9.1%</td>
</tr>
<tr>
<td>Illinois</td>
<td>11,126,169</td>
<td>1,563,887</td>
<td>12.3%</td>
</tr>
<tr>
<td>United States</td>
<td>265,204,127</td>
<td>43,878,131</td>
<td>14.2%</td>
</tr>
</tbody>
</table>

Data Source: US Census Bureau, American Community Survey. 2010-14. Source geography: County

Uninsured Adults by Race/Ethnicity

<table>
<thead>
<tr>
<th>Report Area</th>
<th>American Indian/Alaska Native</th>
<th>Asian</th>
<th>Black or African American</th>
<th>Hispanic or Latino</th>
<th>Native Hawaiian/Pacific Islander</th>
<th>Other</th>
<th>Two or More Races</th>
<th>White, non-Hispanic</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County, IL</td>
<td>8.5%</td>
<td>11.2%</td>
<td>12.1%</td>
<td>22.2%</td>
<td>10.2%</td>
<td>27.0%</td>
<td>9.1%</td>
<td>6.0%</td>
</tr>
<tr>
<td>Illinois</td>
<td>17.7%</td>
<td>13.8%</td>
<td>16.7%</td>
<td>25.1%</td>
<td>13.4%</td>
<td>28.9%</td>
<td>10.4%</td>
<td>8.0%</td>
</tr>
<tr>
<td>United States</td>
<td>26.8%</td>
<td>14.1%</td>
<td>16.7%</td>
<td>28.1%</td>
<td>17.0%</td>
<td>31.6%</td>
<td>13.3%</td>
<td>9.9%</td>
</tr>
</tbody>
</table>

Data Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates

Uninsured Population, Percent by Tract, ACS 2010-14

- Over 20.0%
- 15.1 - 20.0%
- 10.1 - 15.0%
- Under 10.1%
- No Data or Data Suppressed

Report Area
Quantitative Data Summary
The quantitative data above highlight population changes and disparities in DuPage County. Between 2000 and 2014, the Hispanic/Latino and Black or African American populations each increased 56 percent. The over 64 age group increased 30 percent during the same time period. Although the median household income for DuPage County is well above the median income for Illinois and the United States, thousands of residents live in poverty. The poverty rate increased 97 percent from 2000 (3.6%) to 2014 (7.1%). Nineteen percent of black or African American, 18 percent of Native Hawaiian/Pacific Islander, and 16 percent of Hispanic/Latino residents live in poverty, compared to 6 percent of white residents. Forty-three percent of households in poverty have a female householder with no husband present. Housing affordability is also an issue with 47.5 percent of renters in DuPage County spending 30 percent or more of their household income on rent.
Appendices

I. Client Survey (English and Spanish)
II. Stakeholder Survey
III. Stakeholder Survey Distribution
DuPage County Department of Community Services Needs Assessment Survey

1. What county do you live in? ____________________________
2. What is your household’s zip code? __________________

3. Gender Identity? □ Female □ Male □ Transgender Female (male to female) □ Transgender male (female to male)
   □ Genderqueer/Gender non-conforming □ Other

4. Are you aged 55 or over? □ YES □ NO
5. Are you married or living with a partner? □ YES □ NO

6. EMPLOYMENT: Which employment needs could you use help with (select all that apply)...
   □ Getting training for the job that I want
   □ Getting an education for the job that I want
   □ Finding a permanent full-time job that will support me or my family
   □ Knowing what jobs are available
   □ Learning how to interview for a job
   □ Learning how to write a resume
   □ Learning how to fill out job applications
   □ Learning computer skills to apply for jobs
   □ Obtaining appropriate clothing for my job
   □ Obtaining equipment (e.g. tools) for my job

7. EDUCATION: Which education needs could you or a family member use help with (select all that apply)...
   □ Obtaining a high school diploma or GED/HSED
   □ Obtaining a two-year college degree
   □ Obtaining a four-year college or university degree
   □ Choosing a career
   □ Choosing a technical school program
   □ Learning how to use a computer
   □ Learning or improving communication or language skills
   □ Learning English (as a second language)
   □ Getting financial assistance to complete my education
   □ Completing college aid forms (including FAFSA forms)

8. FINANCIAL AND LEGAL ISSUES: Which financial and/or legal needs could you or your family use help with (select all that apply)...
   □ Budgeting and managing money
   □ Opening a checking or savings account
   □ Filling out tax forms
   □ Understanding credit scores
   □ Solving problems with a credit card or loan company
   □ Solving problems with utility or telephone company
   □ Solving problems with payday loans
   □ Solving bank foreclosure/bankruptcy/repossession problems or issues
   □ Getting divorce problems or issues
   □ Getting child custody problems or issues
   □ Getting child support problems or issues
   □ Getting restraining order problems or issues
   □ Getting protection in domestic violence situations
   □ Getting legal assistance with deportation or immigration issues
   □ Getting legal assistance when denied services

9. HOUSING: Which housing needs could you or your family use help with (select all that apply)...
   □ Finding affordable housing that fits my family’s needs
   □ Getting financial assistance with a down payment or closing costs to buy a home
   □ Qualifying for a loan to buy a home
   □ Obtaining home ownership education
   □ Obtaining renter/tenant rights and responsibilities education
   □ Learning basic home repair and property maintenance skills
   □ Getting financial assistance with rent payments
   □ Getting financial assistance with rent deposits
   □ Making my home more energy efficient
   □ Making changes to my home for a person with disabilities
   □ Getting emergency shelter
   □ Address housing discrimination

10. FOOD AND NUTRITION: Which food and nutrition needs could you or your family use help with (select all that apply)...
    □ Getting food from food pantries, food banks, or food shelves
    □ Having enough food at home
    □ Learning how to shop and cook for healthy eating
    □ Learning how to stretch my food dollar
    □ Getting emergency food assistance
    □ Getting meals delivered to my home
    □ Enrolling in the Food Assistance Program
    □ Learning how to model healthy eating for my children
    □ Getting nutritious foods during pregnancy
    □ Obtaining breastfeeding education and assistance
11. Do you have children (under the age of 18) living with you?  □ YES  □ NO  *(If NO, skip questions 12 and 13)*

12. **CHILD CARE AND CHILD DEVELOPMENT:** *If you have children (under the age of 18) living with you, which child care and/or child development needs could you or your family use help with (select all that apply)*…

- Finding child care in a convenient location
- Finding quality licensed child care
- Finding affordable child care
- Finding child care for babies
- Finding child care for toddlers
- Finding child care for preschoolers
- Finding evening or nighttime child care
- Finding weekend child care
- Finding a quality preschool
- Finding a before/after school program
- Preparing my preschool child for public school
- Getting financial assistance with child care costs
- Getting financial assistance with school supplies
- Getting financial assistance with school fees
- Getting financial assistance with school or club activities

13. **PARENTING AND FAMILY SUPPORT:** *If you have children (under the age of 18) living with you, which parenting and/or family support needs could you or your family use help with (select all that apply)*…

- Learning how to discipline my children more effectively
- Learning how to communicate and deal with my teenage children
- Learning how to deal with my children who have displayed bullying or violent behavior
- Learning how to deal with the bullying or violent behavior of my children’s friends
- Learning how to talk to my children about drugs and alcohol
- Learning how to talk to my children about sex, AIDS, STDs, etc.
- Learning how to help my children cope with stress, depression, or emotional issues
- Learning how to set goals and plan for my family
- Communicating better with my children’s care provider or teachers

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

- Having access to public transportation
- Having dependable transportation to and from work
- Getting financial assistance to buy a dependable car
- Getting financial assistance to make car repairs
- Getting financial assistance to buy car insurance
- Getting financial assistance to pay car registration or license fees
- Getting a driver’s license
- Getting to and from medical or dental appointments
- Getting myself to and from school
- Getting my children to and from child care
- Getting my children to and from school
- Getting my children to and from school or club activities
- Going shopping and doing errands

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

- Having affordable health insurance
- Having affordable dental insurance
- Having health care available in my community
- Having dental care available in my community
- Getting my health insurance questions answered
- Finding a doctor willing to accept Medicaid (Title XIX)
- Finding a dentist willing to accept Medicaid (Title XIX)
- Getting financial assistance for regular medical checkups
- Getting financial assistance for regular dental checkups
- Getting financial assistance for medicine and prescriptions
- Getting financial assistance for items such as glasses, hearing aids, wheelchairs, etc.
- Getting financial assistance for long-term health care
- Obtaining family planning or birth control education and assistance
- Getting good medical care before my baby is born
- Getting regular check-ups, developmental screens, or physicals for my children
- Getting my children tested for lead poisoning
- Getting immunizations for my children
- Getting treatment for a drug or alcohol problem
- Getting treatment and services for mental health
- Dealing with stress, depression, or anxiety
- Dealing with problems related to physical, emotional, or sexual abuse

Revised 4.11.16
Client Survey
16. **BASIC NEEDS:** Which basic needs could you or your family use help with (select all that apply)...

- Getting basic furniture, appliances, or house wares
- Getting personal care items such as soap, diapers, toilet paper, etc.
- Getting clothing and shoes
- Doing yard work or snow removal
- Doing house work or laundry
- Managing medications
- Having a reliable phone
- Having access to the Internet
- Getting financial assistance with my utility bills (heating, electric, and/or water)

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

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

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

19. What type of unit do you currently live in?

- Single-family home
- Condominium/Townhome
- Multifamily
- Other

20. How likely is it that you will move out of DuPage County in the next five years?

- 1-I will not move out
- 2
- 3
- 4
- 5 – I will certainly move out

21. Why would you move out? ____________________________________________________________

22. How did you learn about our agency? Select all that apply:

- Family or friend
- Current or former agency client
- The household I grew up in had received agency services
- United Way
- Health care provider
- A state agency
- Other social service agency
- Brochure or flyer
- Websites/Internet
- Newspaper
- Phone book
- A mailing
- Television
- Social media (Facebook, Twitter, etc.)
- Local Church
- Billboard
- Radio
- Other

23. What are your sources of household income? Select all that apply:

- No income
- Social Security Disability
- TANF
- Employment income
- Social Security
- SSI
- Other
- Child support or alimony
- General Assistance
- Unemployment insurance
- Self-employed
- Pension

24. In the last 12 months, how has your household's income situation changed?

- Increased
- Decreased
- No change

25. What time of day would you prefer to come to our location (office) for assistance? Select one:

- Weekday hours of 8:00 am - 4:30 pm
- Saturday hours from 9:00 am - 12:00 pm
- Weekday evening hours from 5:00 pm - 7:00 pm
- I am not able to come to any of your locations
26. What services has your household received from our agency within the last 12 months? Select all that apply:

- ☐ Energy Assistance (LIHEAP)
- ☐ Weatherization
- ☐ Clothing Voucher
- ☐ Furniture Voucher
- ☐ Rent/Mortgage Assistance
- ☐ Ride DuPage
- ☐ Senior Services
- ☐ Information and Referral
- ☐ Family Self-Sufficiency
- ☐ Tenant/Landlord Rights Counseling
- ☐ Shared Housing
- ☐ Adult Protective Services
- ☐ Prescription Assistance
- ☐ Eye Glasses
- ☐ ACA/Marketplace Assistance
- ☐ SHIP/Medicare Counseling
- ☐ CSBG Scholarship
- ☐ Other: ____________________

27. If you know anyone with an incarcerated adult in their family, do they ever talk about particular concerns that could be addressed through... Select all that apply:

- ☐ Transportation assistance
- ☐ Child care assistance
- ☐ Job skills training
- ☐ Medical bill assistance
- ☐ Mentor or after school programs for children
- ☐ Financial assistance
- ☐ Stress relief
- ☐ Other

28. When you think about your adult family, friends and neighbors, how many of them might say something like “where am I going to find money to pay for that?” Select one:

- ☐ Almost none (0 to 5%)
- ☐ Some (6 to 33%)
- ☐ Quite a few (26 to 66%)
- ☐ Most (67 to 95%)
- ☐ Almost everyone (96 to 100%)

29. When you think about your family, friends and neighbors, how many of them may have difficulties finding or buying enough quality food to provide at least three meals per day? Select one:

- ☐ Almost none (0 to 5%)
- ☐ Some (6 to 33%)
- ☐ Quite a few (26 to 66%)
- ☐ Most (67 to 95%)
- ☐ Almost everyone (96 to 100%)

30. When you have time to rest or are ready to sleep, what kind of issues in your family or neighborhood keep you up?

31. If given the opportunity, would you be willing to serve on a local board or committee that represents and makes decisions for families with low-incomes? ☐ YES ☐ NO ☐ Unsure If YES, please provide your name and phone number:

FIRST NAME: ___________________________ LAST NAME: ___________________________

PHONE NUMBER (999-999-9999):___________________________

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Customer Satisfaction Survey

Please complete the following questions regarding your most recent visit to this agency.

1. I was helped in a timely manner. ☐ YES ☐ NO ☐ N/A (not applicable)
2. I was treated with respect. ☐ YES ☐ NO ☐ N/A
3. The staff were friendly and helpful. ☐ YES ☐ NO ☐ N/A
4. I got the information and/or the services I needed. ☐ YES ☐ NO ☐ N/A
5. I was informed about other agency or community services. ☐ YES ☐ NO ☐ N/A
6. I would recommend your agency to family and friends. ☐ YES ☐ NO ☐ N/A
7. What is ONE thing you would change about the services you received from our agency?
1. ¿En qué condado vive? ___________________________

2. ¿Código postal de su casa? ________________________

3. ¿Identidad de género?
   - Hombre
   - Mujer
   - Mujer transexual (hombre a mujer)
   - Hombre transexual (mujer a hombre)
   - Genderqueer (que no se ajusta con la distinción de género convencional)
   - Otro

4. ¿Tiene 55 años o más?
   - Sí
   - NO

5. ¿Está casado o vive con una pareja?
   - Sí
   - NO

6. **EMPLEO**: ¿Con cuáles necesidades de empleo usted podría necesitar ayuda? (selecione todas las que apliquen)...

   - Obtener entrenamiento para el trabajo que quiero
   - Obtener educación para el trabajo que quiero
   - Encontrar un trabajo estable y de tiempo completo con el cual pueda sostenerme o mantener a mi familia
   - Conocer cuáles trabajos están disponibles
   - Aprender cómo responder en una entrevista de trabajo

   - Aprender cómo escribir una hoja de vida para solicitar empleo
   - Aprender cómo llenar las solicitudes de empleo
   - Aprender diferentes conocimientos informáticos para solicitar un empleo
   - Adquirir la ropa apropiada para mi trabajo
   - Adquirir equipo (ejemplo: herramientas) para mi trabajo

7. **EDUCACIÓN**: ¿Con cuáles necesidades educativas usted o su familia podrían necesitar ayuda? (selecione todas las que apliquen)...

   - Obtener un diploma de la secundaria o GED/HSED
   - Obtener un título de dos años de un colegio
   - Obtener un título de 4 años de un colegio o universidad
   - Escoger una carrera
   - Escoger un programa en una escuela técnica
   - Aprender a usar una computadora

   - Aprender o mejorar mi comunicación o habilidad con el lenguaje
   - Aprender inglés (como segundo idioma)
   - Obtener asistencia financiera para terminar mi educación
   - Completar las formas de ayuda financiera (incluyendo las formas FAFSA)

8. **ASUNTOS FINANCIEROS Y LEGALES**: ¿Con cuáles necesidades financieras y/o legales usted o su familia podrían necesitar ayuda? (selecione todas las que apliquen)...

   - Presupuestar y administrar el dinero
   - Abrir una cuenta de cheques o de ahorros
   - Llenar las formas de los impuestos
   - Entender el puntaje de crédito
   - Resolver un problema con la compañía de crédito o de préstamo
   - Resolver un problema con la compañía de servicio público o de teléfono
   - Resolver un problema con los prestamos
   - Resolver problemas o situaciones de bancarrota/ejecución hipotecaria/recuperación
   - Resolver problemas o situaciones de divorcio

   - Resolver problemas o situaciones en relación con la custodia de menores
   - Resolver problemas o situaciones en relación con la manutención de menores
   - Resolver problemas o situaciones en relación con una orden de restricción
   - Obtener protección en situaciones de violencia doméstica
   - Obtener asistencia legal en situaciones de deportación o inmigración
   - Obtener asistencia legal cuando los servicios les han sido negados
9. VIVIENDA: ¿Con cuáles necesidades de vivienda usted o su familia podría necesitar ayuda? (seleccione todas las que apliquen)...

- Encontrar vivienda asequible que se ajuste a las necesidades de mi familia
- Obtener asistencia financiera con pago de renta
- Obtener asistencia financiera con pago del depósito de garantía para la renta
- Calificar para un préstamo hipotecario
- Hacer que mi casa sea más eficiente en el uso de energía
- Conseguir un albergue de emergencia
- Tomar la palabra acerca de la discriminación en la vivienda
- Encontrar vivienda en los bancos de comida
- Tener suficientes alimentos en la casa
- Aprender a comprar y cocinar alimentos saludables
- Aprender cómo ser un ejemplo de alimentación saludable para mis hijos
- Tomar la palabra acerca de la discriminación en la vivienda
- Aprender habilidades básicas para reparar y mantener una propiedad
- Aprender a hacer el uso de cada dólar presupuestado para alimentación
- Aprender a disciplinar mis hijos de una manera eficaz
- Aprender a comunicarme y a tratar con mis hijos adolescentes
- Aprender a tratar con mis hijos que han demostrado una conducta violenta o de acoso
- Aprender a tratar con las drogas y el alcohol
- Aprender a hablarles a mis hijos acerca de la discriminación en la vivienda
- Aprender a hablarles a mis hijos acerca de sexo, SIDA, enfermedades de transmisión sexual (ETS), etc.
- Enseñar a mis hijos como hacer frente el estrés, la depresión, o situaciones de orden emocional
- Aprender a establecer objetivos y a planear para mi familia
- Establecer una mejor comunicación con las personas que cuidan a mis hijos o sus profesores

10. ALIMENTOS Y NUTRICIÓN: ¿Con cuáles alimentos y necesidades de nutrición usted o su familia podría necesitar ayuda (seleccione todas las que apliquen)...

- Conseguir alimentos en las alacenas o los bancos de comida
- Tener suficientes alimentos en la casa
- Aprender a comprar y cocinar alimentos saludables
- Aprender a hacer mejor uso de cada dólar presupuestado para alimentación
- Aprender asistencia financiera con pago de renta
- Inscribirme en el programa de asistencia de alimentos
- Aprender cómo ser un ejemplo de alimentación saludable para mis hijos
- Obtener alimentación saludable durante mi embarazo
- Tomar la palabra acerca de la discriminación en la vivienda

11. ¿Tiene usted niños (menores de 18 años) viviendo con usted? □ SI □ NO (SI NO, no conteste las preguntas 12 y 13)

12. CRIANZA DE LOS NIÑOS Y DESARROLLO INFANTIL: Si usted tiene niños (menores de 18 años) viviendo con usted, ¿con cuáles necesidades sobre el cuidado de niños y/o desarrollo infantil usted o su familia podría necesitar ayuda? (seleccione todas las que apliquen)...

- Encontrar cuidado de niños en un lugar conveniente
- Encontrar programas antes/después de escuela
- Encontrar cuidado de niños con licencia y de calidad
- Preparar mi niño de preescolar para la escuela pública
- Encontrar cuidado de niños que yo pueda costear
- Obtener ayuda financiera con costo de cuidado de niños
- Encontrar cuidado para los bebes (0-12 meses)
- Obtener ayuda financiera con costo de los suministros escolares
- Encontrar cuidado para los bebes mayores (12-24 meses)
- Obtener ayuda financiera con costo de la cuota escolar
- Encontrar cuidado para los niños de preescolar
- Obtener ayuda financiera con el costo de la escuela pública
- Encontrar cuidado para los niños en las horas de la tarde o noche
- Obtener ayuda financiera con el costo de las actividades de la escuela o del club escolar
- Encontrar cuidado para los niños en los fines de semana
- Obtener ayuda financiera con el costo de los programas de asistencia de alimentos

13. CRIANZA DE LOS NIÑOS Y APOYO FAMILIAR: Si usted tiene niños (menores de 18 años) viviendo con usted, ¿con cuál necesidad podría usted o su familia usar ayuda en relación con la crianza de los niños y/o apoyo familiar? (seleccione todas las que apliquen)...

- Aprender a disciplinar mis niños de una manera eficaz
- Aprender a comunicarme y a tratar con mis hijos adolescentes
- Aprender a tratar con mis hijos que han demostrado una conducta violenta o de acoso
- Aprender a tratar con la conducta violenta o de acoso de los amigos de mis hijos
- Aprender a hablarles a mis hijos acerca de las drogas y el alcohol
- Aprender a hablarles a mis hijos acerca de la discriminación en la vivienda
- Aprender a hablarles a mis hijos acerca de sexo, SIDA, enfermedades de transmisión sexual (ETS), etc.
- Enseñar a mis hijos como hacer frente el estrés, la depresión, o situaciones de orden emocional
- Aprender a establecer objetivos y a planear para mi familia
- Establecer una mejor comunicación con las personas que cuidan a mis hijos o sus profesores

14. TRANSPORTE: ¿Con cuáles necesidades de transporte usted o su familia podrían necesitar ayuda? (seleccione todas las que apliquen)... 
- [ ] Tener acceso a transportación pública
- [ ] Tener transporte confiable para ir y venir del trabajo
- [ ] Obtener asistencia financiera para comprar un vehículo confiable
- [ ] Obtener asistencia financiera para hacer reparaciones al automóvil
- [ ] Obtener asistencia financiera para comprar el seguro del automóvil
- [ ] Obtener asistencia financiera para pagar el registro o la licencia del automóvil
- [ ] Obtener la licencia para conducir
- [ ] Llegar de ida y vuelta a las citas médicas y del dentista
- [ ] Llevar a mis niños de ida y regreso a la guardería
- [ ] Llevar a mis niños de ida y regreso a la escuela o actividades del club escolar
- [ ] Ir de compras o ir a hacer mandados

15. SALUD: ¿Con cuáles necesidades de salud usted o su familia podrían necesitar ayuda? (seleccione todas las que apliquen)...
- [ ] Tener seguro médico de costo razonable
- [ ] Tener seguro dental de costo razonable
- [ ] Tener cuidado médico disponible en mi comunidad
- [ ] Conseguir que mis preguntas sobre seguro médico tengan respuesta
- [ ] Encontrar un doctor dispuesto aceptar Medicaid (Título XIX)
- [ ] Encontrar un dentista dispuesto aceptar Medicaid (Título XIX)
- [ ] Obtener ayuda financiera con el costo de la visita médica regular
- [ ] Obtener ayuda financiera con el costo de la visita regular al dentista
- [ ] Obtener ayuda financiera con el costo de medicinas y recetas medicas
- [ ] Obtener ayuda financiera con el costo de gafas, lentes, audífonos, silla de ruedas, etc
- [ ] Obtener ayuda financiera para el cuidado de salud a largo plazo
- [ ] Obtener educación y asistencia sobre planeación familiar y control de la natalidad
- [ ] Obtener buen cuidado antes del nacimiento de mi bebé
- [ ] Obtenerte para mis niños revisiones de salud regulares, evaluaciones para el desarrollo o exámenes físicos
- [ ] Obtener que mis niños sean evaluados con el examen de envenenamiento por plomo
- [ ] Obtener para mis niños las vacunas
- [ ] Obtener tratamiento para el problema de drogas o alcohol
- [ ] Obtener tratamiento y servicios para la salud mental
- [ ] Manejar el estrés, la depresión y la ansiedad
- [ ] Manejar problemas relacionados con abuso físico, emocional o sexual

16. NECESIDADES BÁSICAS : ¿Con cuáles necesidades básicas usted o su familia podrían necesitar ayuda? (seleccione todas las que apliquen)...
- [ ] Obtener muebles básicos, electrodomésticos y artículos para el hogar
- [ ] Obtener artículos de cuidado personal como jabón, pañales, papel higiénico, etc
- [ ] Obtener ropa y zapatos
- [ ] Trabajar en el jardín o remover la nieve
- [ ] Hacer el trabajo de la casa o lavar la ropa
- [ ] Administrar las medicinas
- [ ] Tener un teléfono fiable
- [ ] Tener acceso al internet
- [ ] Obtener ayuda financiera para el pago de los servicios públicos (calefacción, electricidad, y/o agua)

17. ¿Existe algún problema o necesidad que usted o su familia haya tenido durante los últimos 12 meses con el cual no logró conseguir ayuda?  
- [ ] SI   [ ] NO  Si la respuesta es SI, por favor escriba la lista de estos problemas o necesidades:

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

19. ¿En qué clase de unidad usted vive?
- [ ] Casa   [ ] Condominio / Townhome   [ ] Complejo de apartamentos   [ ] Otro
20. ¿Qué posibilidad tiene usted de mudarse fuera del Condado de DuPage en los próximos cinco años?
☐ 1-Yo no me voy a mudar  ☐ 2  ☐ 3  ☐ 4  ☐ 5 – Lo más seguro es que me mude

21. ¿Por qué se mudaría?

22. ¿Cómo supo de nuestra agencia? seleccione todas las que apliquen:
☐ Familia o amigo  ☐ Cliente vigente o antigua de la agencia  ☐ El hogar donde yo crecí ha recibido servicios de la agencia
☐ United Way  ☐ Agencia de salud  ☐ Agencia del Estado  ☐ Otra agencia de servicio social
☐ Folleto o volante  ☐ Pagina web/Internet  ☐ Periódico  ☐ Directorio telefónico  ☐ Un correo
☐ Televisión  ☐ Medio social (Facebook, Twitter, etc.)  ☐ Iglesia Local  ☐ Cartelera publicitaria  ☐ Radio
☐ Otro

23. ¿Cuál es el origen de sus ingresos en su hogar? seleccione todas las que apliquen:
☐ No ingresos  ☐ Incapacidad de Seguro Social  ☐ TANF  ☐ Ingresos de empleo  ☐ Seguro Social  ☐ SSI  ☐ Otro
☐ Manutención de menores o pensión de mantenimiento  ☐ Asistencia General  ☐ Seguro de desempleo
☐ Trabajo autónomo  ☐ Pensión

24. En los últimos 12 meses, ¿cómo ha cambiado la situación económica en su hogar?  ☐ el ingreso aumentó  ☐ el ingreso disminuyó  ☐ el ingreso no ha cambiado

25. ¿A qué hora del día prefiere usted venir a nuestra oficina por asistencia? Marque una sola:
☐ Día de semana de 8:00 am - 4:30 pm  ☐ Sábado de 9:00 am - 12:00 pm
☐ Día de semana horas de la tarde 5:00 pm - 7:00 pm  ☐ No tengo la capacidad de ir a ninguno de sus locaciones

26. ¿Qué servicios su hogar ha recibido durante los últimos 12 meses? seleccione todas las que apliquen:
☐ Asistencia de energía (LIHEAP)  ☐ Servicios para el Adulto Mayor  ☐ Asistencia para recetas médicas
☐ Climatización  ☐ Información y Referidos  ☐ Asistencia para gafas/lentes
☐ Vale para ropa  ☐ Programa de Familia Self-Sufficiency  ☐ Asistencia para ACA/Marketplace
☐ Vale para muebles  ☐ Inquilino/Propietario Consejería para derechos  ☐ Consejería de SHIP/Medicare
☐ Asistencia de renta/hipoteca  ☐ Programa de vivienda compartida  ☐ Becas CSBG
☐ Transporte Ride DuPage©  ☐ Servicio de Protección al Adulto  ☐ Otro:____________________

27. Si usted conoce a alguien con un familiar adulto en la cárcel, alguna vez ellos hablan de asuntos en particular que se pueden tratar como... seleccione todas las que apliquen:
☐ Asistencia para el transporte  ☐ Asistencia con el cuidado de niños  ☐ Entrenamiento para habilidades laborales
☐ Asistencia con cuentas médicas  ☐ Mentor o programa para después de clases  ☐ Asistencia financiera
☐ Alivio para el estrés  ☐ Otros

28. Cuando usted piensa en los adultos de su familia, amigos y vecinos, ¿cuántos de ellos podrían decir cosas como “dónde voy a encontrar dinero para pagar por eso?” seleccione uno:
☐ Casi nadie (0 to 5%)  ☐ Algunos (6 to 33%)  ☐ Algunos pocos (34 to 66%)  ☐ La mayoría (67 a 95%)  ☐ Casi todos (96 to 100%)

29. Cuando usted piensa en los adultos de su familia, amigos y vecinos, ¿cuántos de ellos pueden tener dificultad encontrando o comprando suficiente alimentos de calidad para proveer tres comidas al día? seleccione uno:
☐ Casi nadie (0 to 5%)  ☐ Algunos (6 to 33%)  ☐ Algunos pocos (34 to 66%)  ☐ La mayoría (67 a 95%)  ☐ Casi todos (96 to 100%)

30. Cuando usted tiene tiempo de descansar o está listo para ir a dormir, ¿cuáles son los asuntos en su familia o en su vecindario que lo mantienen despierto?

31. Si tuviera la oportunidad, ¿estaría dispuesto a servir en un comité local que represente y tome decisiones para familias de bajos ingresos?  ☐ SI  ☐ NO  ☐ No estoy seguro  ☐ Si su respuesta es SI, por favor deje su nombre y número de teléfono:

NOMBRE: ____________________________  APELLIDO: ____________________________
NUMERO DE TELÉFONO (999-999-9999): ____________________________

Encuesta de Satisfacción al Cliente

1. Me asistieron en un tiempo oportuno. □ SI □ NO □ N/A (no aplica)
2. Me trataron con respeto. □ SI □ NO □ N/A
3. El personal fue amigable y servicial. □ SI □ NO □ N/A
4. Recibí los servicios/información que necesitaba. □ SI □ NO □ N/A
5. Me informaron acerca de otros servicios o agencias comunitarias. □ SI □ NO □ N/A
6. Yo recomendaría su agencia a mis amigos y familiares. □ SI □ NO □ N/A
7. ¿Cuál sería la MAYOR cosa que usted cambiaría de los servicios recibidos en nuestra agencia?
Needs Assessment Survey
(Community Stakeholders)

INSTRUCTIONS:

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

1. What city do you live in? _________________________

2. What community stakeholder group do you belong to? select the one that best describes your group:

☐ Government  ☐ educational institution  ☐ service organization  ☐ police  ☐ other
☐ DuPage County Community Services staff  ☐ health care provider  ☐ public/private housing  ☐ judicial
☐ Board Member  ☐ faith based  ☐ neighborhood association  ☐ private business

3. Are there full-time living wage employment ($15 per hour or higher) opportunities available in your community?

☐ there are an insufficient number of opportunities  ☐ there are a sufficient number of opportunities
☐ there are an excessive number of opportunities  ☐ there are not any opportunities  ☐ unsure

4. Why do you believe people have problems getting or keeping a full-time living wage job? select all that apply:

☐ jobs are not available  ☐ physical or mental disabilities  ☐ need better communication, people/customer job skills
☐ language barriers  ☐ need better technical job skills  ☐ health issues  ☐ need child care
☐ lack of education  ☐ transportation  ☐ substance abuse issues  ☐ other

5. Are child care programs (during the day, Monday through Friday) for low-income families available in your community?

☐ there are an insufficient number available  ☐ there are a sufficient number available
☐ there are an excessive number available  ☐ there are not any available  ☐ unsure

6. Are child care programs (evenings, nights, and weekends) for low-income families available in your community?

☐ there are an insufficient number available  ☐ there are a sufficient number available
☐ there are an excessive number available  ☐ there are not any available  ☐ unsure

7. Are pre-school programs (including Head Start programs) for low-income families available in your community?

☐ there are an insufficient number available  ☐ there are a sufficient number available
☐ there are an excessive number available  ☐ there are not any available  ☐ unsure

8. Are affordable child and youth (ages 5 to 17) activities or after school programs available in your community?

☐ there are an insufficient number available  ☐ there are a sufficient number available
☐ there are an excessive number available  ☐ there are not any available  ☐ unsure

9. In your community, in which areas do you believe youth (ages 12 to 17) need information, education, guidance, and/or assistance? select all that apply:

☐ after school supervision  ☐ school attendance  ☐ birth control  ☐ affordable school/community activities
☐ learning disabilities  ☐ behavior disorders  ☐ tutoring  ☐ mentoring/leadership/volunteering
☐ finding employment  ☐ gang participation  ☐ obesity  ☐ sexually transmitted diseases
☐ substance abuse/tobacco  ☐ teen parenting  ☐ mental health  ☐ physical health and dental issues  ☐ none apply

10. Do you believe the schools in your community meet the education needs of the children they serve?

☐ In all cases  ☐ in most cases  ☐ in some cases  ☐ in a few cases  ☐ not at all  ☐ unsure

11. Are there adequate levels of non-medical emergency services available in your community?  ☐ YES  ☐ NO  ☐ unsure

12. Are there a sufficient number of emergency shelters available in your community?  ☐ YES  ☐ NO  ☐ unsure

13. Are there adequate levels of medical services available for low-income people in your community?  ☐ YES  ☐ NO  ☐ unsure

14. Are there adequate levels of dental services available for low-income people in your community?  ☐ YES  ☐ NO  ☐ unsure

15. Are wellness programs (nutrition, exercise, etc.) available for low-income people in your community?  ☐ YES  ☐ NO  ☐ unsure

16. Are there adequate levels of public transportation options (taxis, buses, train, etc.) available in your community?
17. Are the homes in your community in good repair? □ most are □ some are □ few are □ none are □ unsure

18. What type of unit do you currently live in?
□ single-family home □ Condominium/Townhome □ Multifamily □ Other

19. How likely is it that you will move out of DuPage County in the next five years?
□ 1-I will not move out □ 2 □ 3 □ 4 □ 5 – I will certainly move out

20. Why would you move out?

21. Which of the following issues do you believe are the greatest challenges low-income families and individuals are currently facing? select all that apply:
□ education □ child care □ living wage employment □ mental health services
□ job training □ teen pregnancy □ family/child abuse □ medical care access
□ housing □ substance abuse □ language barriers □ dental care access
□ budgeting □ transportation □ health food selection □ health care costs
□ parenting □ family violence □ special needs children □ credit card debt □ child support
□ chronic illness □ energy/utilty costs □ financial literacy/planning □ legal issues/services □ none apply

22. Which of the following areas do you believe low-income families and individuals need assistance with in order to achieve or maintain self-sufficiency? select all that apply:
□ employment □ mental health □ substance abuse treatment □ medical care
□ job training □ literacy □ financial literacy/planning □ family/child abuse
□ housing □ transportation □ energy/utilty costs □ language barriers
□ child care □ legal issues/services □ family planning □ none apply

23. Which of the following areas do you believe the elderly (seniors) in your community need assistance with in order to remain in their home? select all that apply:
□ housework □ yard work/snow removal □ home repairs □ energy/utilty costs
□ managing medications □ grocery shopping □ preparing meals □ laundry
□ financial assistance □ tax preparation/legal issues □ access to transportation □ none apply

24. Of the following, which of these do you believe low-income families and individuals need information, education, guidance, and/or assistance:
    checking and savings accounts ............................................. □ YES □ NO □ unsure
    credit card debt ........................................................... □ YES □ NO □ unsure
    credit repair ................................................................. □ YES □ NO □ unsure
    payday loans .................................................................. □ YES □ NO □ unsure
    car title loans (not a car purchase loan) ............................... □ YES □ NO □ unsure
    budgeting or money management issues ................................. □ YES □ NO □ unsure
    filing tax returns (Earned Income Tax Credit) ....................... □ YES □ NO □ unsure
    obtaining loans .................................................................. □ YES □ NO □ unsure
    property tax exemptions ..................................................... □ YES □ NO □ unsure
    rent reimbursement claims .................................................. □ YES □ NO □ unsure
    home energy/utilty cost issues ............................................ □ YES □ NO □ unsure
    landlord/tenant issues ....................................................... □ YES □ NO □ unsure
    housing discrimination ...................................................... □ YES □ NO □ unsure

25. On a scale of 1 to 5 (1=poor/poorly, 3=fine/adequate, and 5=excellent), please rate the following:

How would you rate your relationship with the community action agency in your community?
□ 1 □ 2 □ 3 □ 4 □ 5 □ no relationship

How well is the community action agency in your community meeting the needs of low-income families and individuals?
□ 1 □ 2 □ 3 □ 4 □ 5 □ unsure
26. What do you believe causes poverty? [please provide answer on separate sheet]
27. What community improvement initiative would you like your community to address? [please provide answer on separate sheet]
28. If you had $1,000,000 to solve a community issue, what would you solve? [please provide answer on separate sheet]
Appendix III

Stakeholder Survey Distribution List

- Behavioral Health Collaborative
- Bensenville Early Childhood Collaborative
- Chamber630
- CMAP Impact DuPage Affordable Housing Steering Committee
- Continuum of Care
- CSBG Advisory Board
- DuPage Association for the Education of Young Children
- DuPage Chiefs of Police Association
- DuPage County Board
- DuPage County Board of Health
- DuPage County Juvenile Justice Council
- DuPage Mayors and Managers
- Elmhurst Chamber of Commerce
- Impact DuPage Newsletter Distribution List
- Impact DuPage Steering Committee
- Interfaith Mental Health Coalition
- Lombard Chamber of Commerce
- LOVE Christian Clearinghouse Newsletter
- Prevention Leadership Team
- Regional Early Childhood Collaborative
- Township Offices
- WeGo Together for Kids
- Western DuPage Chamber of Commerce
- Wheaton Chamber of Commerce
- Wheaton Glen Ellyn Childcare Association Members
- Wheaton/Warrenville Early Childhood Collaborative